Engagement and Equipping Administrator Position Description

About Scripture Union Victoria

- Our vision is people empowered in Jesus' transforming story
  - We seek to empower volunteers and churches, especially in ministry with children, young people and families
  - We seek people's transformation through sharing God's Good News, helping them meet God, serving and experiencing community
  - We have a holistic understanding of God's Good News and work respectfully in a variety of ministries and settings
- SU Victoria is part of the Scripture Union International movement and holds to shared aims, beliefs and working principles
- We are a ChildSafe organisation, committed to the highest standards of safety and care in our work with children, young people and families.

About the team

The goal of the Engagement and Equipping team is for every stakeholder – volunteer, supporter, donor, ministry partner, intern and staff – to identify their place in our mission and vision and be equipped for God's work in the lives of children, young people and families. Engaging with churches and other organisations, we seek to build capacity for effective ministry with children, young people and families through training and resourcing.

About the role

The Engagement and Equipping Administrator is the first point of contact in our organisation for many supporters, volunteers and others interested in the work of SU Victoria. You value people, knowing that each call, visit or email is an opportunity for impact, and each data record, a story of engagement with SU Victoria. You share our desire to communicate effectively, and treat each individual with respect. This role is a strategic gateway position for our movement and an enabling role in the Engagement and Equipping Team. With strong people skills, exceptional administration, communication and organisational ability the Engagement and Equipping Administrator works within a team who engage a diverse group of internal and external stakeholders. You're a problem solver and committed to ongoing improvement, analysis and reporting that shapes understanding, increases efficiency and enables us to be good stewards of resources. You make a valuable contribution in working towards our vision of people empowered in Jesus' transforming story.

Key responsibilities

Supporter Engagement

- Implement the Engagement and Equipping Stakeholder Communication Calendar, scheduling reminders for key communications and liaising with staff to ensure on-time delivery.
- Work with the Executive Administrator to manage the SU Victoria Reception.
- Support the organisation of 4 - 6 SU Supporter Events per year.
- Manage and maintain all database records, ensuring accuracy of supporter engagement information and developing processes and user guidelines to ensure the ongoing integrity of the data records.
- Prepare data lists and manage printing and dispatch of supporter engagement communication.
- Production of monthly and quarterly supporter engagement and campaign analysis data reports for the Engagement and Equipping Director
- Manage staff engagement with the database, including training, protocol development and ongoing support.
- Liaise with Profiler Support regarding issues and troubleshooting.

Administration

- Provide administrative support to the Engagement and Equipping Team (including dispatch of receipts).
- Provide support for a variety of online and offline communication channels. Eg mail, email, website, social media phone.
- Monitor and respond to general organisational emails
- Provide administrative support to allow communication using MailChimp, Survey Monkey, SMS Burst etc
- Coordinate the packing and dispatch of SU's quarterly publications and fundraising appeals.
- Monitor and order SU Stationery and Office Stationery

- Process incoming and dispatch outgoing mail

Other Duties

- Attending SU Staff Meetings and joining with the team in regular prayer activities.
- Building a Team of Ministry Partners to support your role and build financial sustainability.
- Responsibilities within this role will may be revised and adjusted periodically in order to continue to support ongoing mission and ministry priorities within SU Victoria.

Key attributes

Essential

- A growing Christian, actively involved and respected in a local Christian church
- Willingness to commit to SU Victoria's mission, vision and ethos, and agreement with SU's aims, beliefs and working principles.
- Strong MS Office Suite skills
- Demonstrated people skills and experience connecting with people of all ages.
- Strong organisational skills
- Ability to work in a collaborative team
- A commitment to ministry partnership and church partnerships
- Working with Children's Check and National Police Check

Desirable

- Volunteer experience with SU Victoria
- Experience in, or familiarity with, not for profit or ministry organisations
- Experience in website content management.
- Previous experience with a CRM Database

This position reports to the Engagement and Equipping Director and is 0.6 FTE (negotiable)