



**CATHOLIC  
DIOCESE OF  
BROKEN BAY**

## Position Description

### Parish Administration Officer, Parish of North Harbour

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**Reporting to:** Parish Priest/Administrator (**Parish Priest**).

**The Position:** The primary purpose of the Parish Administrator Officer (**PAO**) is to provide services to the North Harbour (**Parish**) community and support for parish ministries.

To achieve this, the PAO on behalf of the Parish Priest provides support for Parish communication, administration, financial processes, parish property, compliance and Diocesan support.

**Responsibilities:** The PAO is accountable to the Parish Priest for the following:

*Visitor Welcome:*

- Welcome visitors to the Parish with a sense of warmth and welcome;
- Ensure that the Parish office visitors waiting area is clean, tidy and stocked with current Parish communication and information literature including without limitation the Parish Bulletin and information on sacramental programs and other Parish ministries;
- Respond to 'in person' and telephone enquiries warmly ensuring messages and any requests that require follow up are managed promptly and efficiently.

*Parish Team:*

- Influentially promote a positive organisational culture that fosters and supports the mission of the Parish;
- Contribute to and promote a culture of safety and care for Children, Young People, and those that are more vulnerable;
- Work collaboratively with members of the Parish Pastoral ministry and Parish Office;
- Maintain effective relationships with parishioners, Parish school/s, other parish and faith communities of the Diocese, as well as the Diocese (including clergy, agencies and employees of the Diocese, religious organisations, councils and committees).

*Communications:*

- Produce Parish directories and other parish information in a form that meets the communication requirements of the Parish Priest, parishioners and community at large, in a consistent, meaningful and timely manner;
- Draft a weekly Parish bulletin and at other special times, ensuring consistent and meaningful communication on liturgy, news and events, in liaison with the Parish Priest;
- Ensure that every opportunity is taken at special times of the

year including without limitation Easter and Christmas to maximise and optimise Parish communications;

- Upload the parish weekend bulletin and homily of the Parish Priest onto the Parish website each week.

#### *Facility & Maintenance Coordination*

- Oversee Parish Meeting Rooms, Parish Office, church building and carparks in respect to maintenance and repairs, capital development, equipment, cleaning, supplies, hospitality stocks, and rubbish management;
- Establish and maintain a high level of liaison and communication with regular users of parish facilities to ensure optimum delivery of services.
- In consultation with Chancery WHS & Facilities Officers:
- Regularly and proactively undertake inspections of parish facilities and properties for maintenance and safety, creating a program of works for maintenance, repair, cleaning and improvements;
- Provide advice and guidance on WHS obligations, providing WHS reports that inform, advice and promote improvements to health and safety issues;
- Manage the annual schedule of maintenance;
- Actively ensure that maintenance requirements are addressed as they arise;
- Negotiate, coordinate, and monitor maintenance contracts and provide advice to improve efficiency and reduce costs;
- Maintain a database of all tradespersons, contractors and volunteers;
- Induct tradespersons and contractors ensuring compliance with WHS obligations ensuring all contractors provide Certificates of Currency and insurance documentation;
- Oversee processes related to the management of rubbish;
- Responsible for all aspects of facility management, from scheduling and bookings to financial oversight.
- Handles all inquiries and bookings for facility rentals.
- Performs regular reviews of pay rates for facility use, ensuring they align with established guidelines and market standards.
- Communicates with user regarding booking confirmations, payments, and facility policies.

#### *Administration:*

- Prioritise requests for administrative support from Parish Priest;
- Respond to requests for administrative support for the Chair of the Parish Council, Chair of Parish Finance Council and other parish groups;
- Manage parish mail including without limitation emptying letter/post office boxes, preparing and posting outgoing mail, opening and sorting incoming mail and maintaining incoming and outgoing correspondence logs on behalf of the Parish Priest;
- Meet, greet and assist callers and visitors in a friendly and

professional manner, ensuring that doors and telephones are responded to in a timely manner during working hours, and that appropriate communication systems are in place after hours;

- Liaise with other staff, parish volunteers and tradesmen;
- Provide general administration support including without limitation:
  - receive and convey oral and written messages accurately and promptly;
  - respond to incoming telephone calls, mail and emails;
  - receive and process appropriate requests for information;
  - compose correspondence;
  - manage bookings, appointments and the office diary, maintain rosters, directories and other support group communiqués;
  - prepare booklets and maintain registers; Ensure that parish office supplies are kept well stocked; and
  - securely maintain the filing system and administrative records;
- Ensure records are properly stored, secured and disposed of at the appropriate time, as required by law, including confidential child-related records such as sacramental records;
- Maintain and update, along with other designated staff and volunteers, parish information in the Parish Administration Communication and Engagement Management app (**PACEM**), ensuring that financial, family, and sacramental records are accurate and up to date;
- Manage the risk register for parish operations;
- Maintain the parish asset register;
- In cooperation with the responsible Parish Pastoral Support Worker (**PSW**) to ensure:
  - sacraments are recorded, and other parish activities are undertaken in a manner consistent with Canon Law and Diocesan guidelines;
  - materials are prepared for sacramental program workshops;
  - certificates of sacrament are issued;
  - bookings of baptism and the associated administration including without limitation forms and issuing certificates is managed efficiently;
- Annually review office procedures to ensure efficiency, effectiveness, accuracy and security;
- Annually review the Position Descriptions for parish employees and make any recommendations for modification to the Parish Priest.

*Financial Processes:* • Act as a substitute signatory agent for financial transactions as

expressly authorised on:

- cheques;
- CDF authorisations;
- Enter and maintain parishioner donations on PACS, entering Planned Giving and Pastoral Works Broken Bay contributions on PACS;
- Manage the Planned Giving processes including:
  - Process credit card donations for Planned Giving and Pastoral Works Broken Bay, maintaining required spreadsheet, BPoint schedule and activating BPoint transfer on the 15th of each month or as required;
  - Process monthly check credit card contributions for the Planned Giving Program. Follow the rejected cardholder procedure by making the pastoral phone call and/or preparing a letter for the rejected cardholder transaction. Prepare authority letters for donors with a credit card expiry date rejection;
  - Check design, compress numbering and annually reorder Planned Giving envelopes;
  - Distribute new sets of Planned Giving envelopes each financial year;
  - Prepare gratitude letters to contributors to the Planned Giving Program at the end of each financial year;
  - Prepare and distribute Planned Giving receipts.
- Receipt monies received as Stole Fees, and other occasional contributions to the Parish;
- Process special appeals;
- Forward annual statement to Caritas of Project Compassion donations and other appeals including without limitation Catholic Missions Australia and Holy Places.

*Parish Property:*

- Work cooperatively with the Parish Bookkeeper in providing accurate and timely information on receipts, expenditure, banking, BPoint lodgements and any other information or documentation requested;
- Liaise with engaged contractor to determine whether that contractor should have their own public liability insurance. Copies of all relevant Contractor Insurance should be kept on file;
- Liaise with tradesmen, cleaners, gardeners and other contracted employees to ensure that repairs and maintenance are performed in a timely and cost-effective manner;
- Coordinate the up-keep and functionality of the Church, meeting rooms, halls and grounds including without limitation that they are well maintained, tidy and ready for use.

*Compliance:*

- Regularly review procedures for booking of Parish Church and meeting rooms;

- Ensure that there is a parish contact responsible for special functions;
- Manage the distribution of Parish keys including without limitation maintain a register of keys, regularly review keying systems, key distribution and key collection;
- Securely store and update the National Criminal History record check records according to legal requirements;
- Manage Working with Children Check (**WWCC**) processes including without limitation:
  - ensure the Parish complies with WWCC legislation and Diocesan guidelines on persons engaged in child-related work by consulting initially with the Office for Safeguarding (Chancery);
  - assess employee and volunteer roles to ascertain if the roles involve the incumbent being involved in child-related work within the meaning of Part 2, Section 6 of the Child Protection (Working With Children) Act 2012 (NSW) (**Act**) and ensure persons involved in any role involving child-related work (paid or volunteer) undertake the required screening prior to commencing work with the Parish;
  - ensure that WWCC check numbers are verified and stored in accordance with legislation and Diocesan policy;
  - ensure that the Parish can produce evidence of historical checks of persons previously engaged by the Parish in child-related work and who were required by the Act to have a WWCC;
- Ensure the Australian Charities and Not for Profits Commission (**ACNC**) Annual Information Statement (**AIS**) is lodged on or before 31 December each year and that the ACNC is notified of any changes in details including without limitation responsible people, legal name, address for service within 60 days of the change;
- Ensure Parish workers have been trained in and the Parish complies with the Diocesan Work, Health and Safety (**WHS**) policy and WHS legislation, attend WHS training, participate in an annual WHS audit and oversee the maintenance of WHS records and notifications;
- Liaise with musicians and musical groups in the Parish in regard to logging issues related to Copyright. Complete annual copyright compliance processes.

*Diocesan Support:*

- Ensure responses to requests for support or assistance from the Chancery in any matters that come within the functions and skill set of the Parish Office are responded to with promptness, courtesy and diligence;
- Work collaboratively with other Parishes, Chancery, agencies, clergy, employees and volunteers to further the mission of the Parish and the Bishop.

**Attendance:**

Attendance of various Committees, Advisory Panels and Diocesan training events as required from time to time by the Parish

Priest/Administrator, or as outlined in Policy.

**Inter-Relationships:** The Parish interacts with the following internal and external stakeholders:

- Parish Priest;
- Parish Clergy;
- Parish Committee Members;
- Parish Office Team;
- Parish Ministry Groups;
- Local Parish Catholic schools;
- Chancery personnel.

***Knowledge,  
Experience &  
Qualifications:***

It is essential that the PAO has the following knowledge, experience and qualifications:

***Knowledge  
(Essential):***

- A comprehensive knowledge of office administration processes and procedures;
- Some knowledge of bookkeeping or accounting procedures;
- Proficient skills in contemporary computer applications including the Microsoft Office suite;
- Excellent organisational skills and the ability to reprioritise and reorganise priorities;
- Excellent word processing, telephone and diary management skills;
- Well-developed oral and written communication skills;
- Ability to work autonomously and be responsible and accountable for own work and the work of the Parish Office team.

***Knowledge  
(Desirable):***

- An understanding of the Catholic Church, its mission and the sensitivities and nuances of dealing with various stakeholders;
- An understanding of Parish communities;
- A working knowledge of the Diocese and ability to quickly become familiar with its policies and procedures.

***Experience:***

- Experience in office administration, supervision and organisation;
- Experience working with volunteers in a Christian environment;
- Experience working with minimal supervision while remaining a team player;
- Well-developed relational and rapport building skills.

***Qualifications:***

Relevant qualifications in office administration or demonstrated equivalent experience.

Working with Children Check (**WWCC**) clearance

National Police History Check (NPHC) clearance

**Attributes:**

It is desirable that the PAO has the following attributes:

- A personal commitment to the mission of the Catholic Church;
- Ability to manage the demands of the Parish Priest and parish community by anticipating their needs;
- Ability to act with tact and discretion, maintaining the highest level of confidentiality;
- Demonstrated commitment to service and a willingness to be accountable for performance;
- Ability to perform under work pressure;
- Punctuality and sound time-management skills including the ability to multi-task and work quickly and efficiently;
- Well-developed organisational and problem-solving skills;
- Attention to detail, quality and accuracy;
- Ability to work collaboratively and consultatively across a wide spectrum of stakeholders;
- Values driven, honest, reliable and has integrity;
- Ability to be a team player;
- A personal sense of warmth and welcoming;
- A desire to learn and explore new work methodology and practices with a sense of ownership and responsibility.

**Performance Measures:**

The performance of the PAO will be assessed having regard to:

- Successful outcomes of the major responsibilities of the role;
- Achievement of the agreed objectives of any work plans;
- Service levels and the level of satisfaction expressed by the Parish Priest and other key stakeholders in respect of the individual performance of the PAO and the collective performance of the Parish Office team.

*Date Created: August 2025*