



# DIOCESE of PARRAMATTA

## Position Description

### OFFICE MANAGER

Tribunal of the Catholic Church (NSW and ACT), Diocese of Parramatta

Reports To	Director of the Parramatta Tribunal Office	
Key Relationships	<b>Direct Reports</b> <ul style="list-style-type: none"> <li>Secretary, Tribunal</li> </ul>	<b>Key Stakeholders</b> <ul style="list-style-type: none"> <li>Tribunal offices within the Interdiocesan Tribunal of NSW and ACT</li> <li>Chancery Office</li> <li>Ministries &amp; Agencies</li> <li>Local Clergy &amp; Parishes</li> <li>External contractors</li> </ul>
Purpose	<p>The Office Manager is responsible for all areas of office management for the Parramatta Tribunal Office. It is a diverse and active role ensuring the smooth running of basic operational, system, administrative and financial functions, along with supporting and organising the Director's busy schedule.</p> <p>Much of the work of the Tribunal centres on annulment applications and all questions in relation to this matter should be directed to the Tribunal. However, the Tribunal is also involved in a variety of other areas where advice is required on issues relating to Canon Law.</p>	

#### Responsibilities

#### Key Result Areas (KRA's)

<p><b>MISSION, ETHOS AND LEADERSHIP</b></p> <ul style="list-style-type: none"> <li>Support and embed the teachings of the Church and the ethos of the Diocese in the delivery of office management</li> <li>Proactively seek opportunities to participate in and contribute to their formation and the formation of the staff within their report</li> <li>Take responsibility for their performance with integrity and diligence</li> <li>Respectful and accepting of individual differences and treating others with dignity, demonstrated support for the organisation and its mission and goals</li> </ul>
<p><b>GOVERNANCE AND STEWARDSHIP</b></p> <ul style="list-style-type: none"> <li>Responsible for ensuring that the discharge of all duties are performed in a manner that contributes to a positive organisational culture, fostering and supporting the mission of the Catholic Church.</li> <li>Responsible for contributing to a positive organisational culture that fosters and supports the mission of the Catholic Church amongst the staff of the Tribunal</li> <li>Responsible for all administrative services functions including compliance with staff development requirements and the operational budget of the division</li> <li>The Tribunal fully participates in the annual budgeting process &amp; ensures that the division operates within the approved budget.</li> <li>Compliance with regulatory frameworks relating to the administrative services of the Chancery including WH&amp;S and IR/ER</li> </ul>
<p><b>QUALITY IMPROVEMENT</b></p> <ul style="list-style-type: none"> <li>Ensure the Tribunal has in place best practice processes and procedures and these are reviewed regularly to ensure they remain contemporary</li> </ul>

- Technology is leveraged to improve efficiency and effectiveness and support objectives
- Morale amongst Tribunal staff is supported in a manner that encourages it to remain high
- Documenting and maintaining records in a professional and accurate manner

#### *ADMINISTRATION AND COMMUNICATION*

- The administrative functions of the Tribunal are efficiently and effectively delivered
- Relationships with stakeholders including service partners, other Diocesan organisations, government bodies, industry groups and networks, community service organisations, funding bodies and specialist organisations that have an interface with the Director of Parramatta Tribunal Office or the division staff are such that they have positioned the Diocese for continued growth and success

#### Specific duties

- Supervision of office Secretary
- Reception of visitors and clients
- Handling of general enquiries and telephone support for office
- Make appointments for the office and send appointment reminders
- Maintain office calendar
- Develop and maintain various databases – primarily utilising Microsoft Excel
- Receipt of evidence from other Tribunals and action as necessary
- Maintain Case Instructor assessment lists
- Schedule Psychological Assessments for Clients; liaise with various professionals to obtain medical reports
- Compose/maintain letters as necessary
- Prepare/maintain master forms as required
- Diary and email management including checking the diary each day for follow up of files requiring action
- Undertake general office and reception duties (e.g. ensure office supplies are replenished and staff are adequately supported in their day-to-day office needs, troubleshoot photocopier, office equipment etc).
- Collect, open and distribute mail as required
- Canonical Administration – Responsibility for Lack of Canonical form applications
- Prepare documentation for In Favour of the Faith cases to be forwarded to Rome
- Prepare documentation for Pauline Privilege cases to be forwarded to the Diocesan Bishop
- Further ad hoc duties as needed and as specified by Director

#### Financial duties

- Accept payment of accounts, issue receipts and record where necessary
- Monitor all accounts of clients and send follow up account as necessary
- Banking of any money or cheques payments and Internet Bank Transfers
- Process card payments via Bpoint on the internet
- Responsible for weekly payroll (keep accurate records of sick leave, holidays and long service leave)
- Calculate and pay superannuation
- Pay payroll tax monthly and prepare and submit BAS statement to ATO three monthly
- Responsible for payment of monthly accounts
- Monitor petty cash
- Prepare wages declaration for Workers Compensation Insurance Renewal
- Prepare annual budget for approval of Director and submit to Chancery for approval
- Arrange annual audit

## Success Profile

### TECHNICAL SKILLS

- A demonstrated commitment to the ethos and values of the Catholic Church
- Demonstrated high-level administration and organisational skills
- Excellent communication/interpersonal skills (written and oral) and a flexible, positive and friendly nature
- Efficient time management skills; ability to prioritise, work to deadlines and deliver under pressure
- Strengths in accuracy and attention to detail
- Advanced skills in computer literacy including MS Office. Knowledge of payroll systems is desirable
- A proactive, collaborative mindset and demonstrated capacity to work independently and within a team
- Commitment to mentoring and developing reporting staff
- Commitment to client services and accountability for performance
- Demonstrated focus on outcomes and emphasis on exceeding customer/client expectations

### EXPERIENCE

- Experience in office management and executive support
- Experience developing administrative systems and policies
- Experience in extensive diary management for senior managers
- Experience in dealing with confidential information, and demonstrated capacity to maintain confidentiality and professional standards of behaviour in difficult and sensitive circumstances

### QUALIFICATIONS

- Tertiary qualifications in business administration and/or equivalent qualifications and experience preferred but not essential
- Not for profit experience is preferred but not essential