



Position Description

1. POSITION DETAILS:

Position Title	Administration and Communications Officer
Location	North Parramatta
Status	Part time employee – 22.8 hours a week over 3-5 days by agreement with the Training and Service Manager
Reports to	Reports and is accountable to the Training and Service Manager
Significant Relationships	The Administration and Communications Officer will also work closely with: <ul style="list-style-type: none">• Chief Executive Officer (CEO)• Chief Operations Officer (COO)• Conciliation Manager• Finance & Administration Officer• Social media and officer volunteers

2. POSITION PURPOSE:

The Administration and Communications Officer will have two broad roles within the PeaceWise staff team.

1. They will be responsible for day to day administrative tasks that support the broader PeaceWise team and enable the efficient running of PeaceWise operations.
2. They will have lead responsibility in actioning the PeaceWise communications and marketing plan and will assist in looking at avenues for future development within this area.

The Administration and Communications Officer will have strong relationship skills, a servant orientated posture, strong communication skills, and be able to work with minimal supervision. They will need to be highly organised and able to balance and triage competing demands on time.

They must positively represent the Christian values and mission of the organisation and be willing to practice biblical peacemaking in their own relationships.

3. **ROLE DESCRIPTION:**

Administration Duties

- Responding to incoming phone calls, email enquiries and customer support requests.
- Monitoring of allocation and response to customer support requests through the Freshdesk ticket system.
- Provide support to the Conciliation Manager in the delivery of PeaceWiseHelp services. This will include but not limited to:
 - Free Conflict Coaching:
 - Process enquiries/ liaise with Conciliation Manager about potential coaches and mentors
 - Connect coaches and mentors with client
 - Assist with the collection, recording and filing of feedback
 - Mediation and Conflict Coaching
 - Process requests and case documentation
 - Collect and process feedback
 - Collect and maintain mediator details
- Provide administrative assistance as required to the Training and Service Manager.
- Provide assistance to the Finance & Administration Officer in the processing, packing and distribution of PeaceWiseKids, PeaceWiseYouth and PeaceWise store purchases.
- Ensure the office is kept clean and tidy and operational. This includes but not limited to:
 - managing stationery stocks and office supplies
 - organising required maintenance
 - assisting in the management of deliveries

Communication Duties

- Manage the implementation of the Communications and Marketing plan in consultation with the CEO. This may include but not limited to:
 - Working independently or with volunteers to produce social media content and electronic mailouts
 - Creation of marketing material (digital and print)
 - Liaising with external consultants who assist PeaceWise with marketing and branding.
- Manage the creation and distribution of the monthly 'Peace it together' newsletter.
- Management and implementation of online advertising campaigns.
- Data management and upkeep of customer and contact records in the website, Freshdesk, Mailchimp, and the Customer Relational Management (CRM) system.

4. **ORGANISATIONAL CONTEXT:**

PeaceWise's vision is to see vast numbers of people (across the globe) passionately living and sharing Jesus' promise, 'blessed are the peacemakers'.

PeaceWise began in Australia in 2007. In 2022 the founding National Director stepped down to take the role of Founding Director and Wayne Forward took over as PeaceWise's first full-time CEO. This change in leadership is reflective of the larger changes PeaceWise is currently experiencing.

In 2019 PeaceWise undertook a full rebranding to reflect the maturing of the ministry and the growing breath of work being undertaken. Through the rebranding the following 6 sub brands were developed to capture the various ministries of PeaceWise:

PeaceWiseYou	Biblical peacemaking training for adults
PeaceWiseKids / PeaceWiseYouth	Biblical peacemaking training for 4-25 year old's
PeaceWiseUs	Organisational biblical peacemaking training focused on building cultures of peace
PeaceWiseHelp	Providing assistance for current conflicts through conflict coaching and mediation
PeaceWiseVoice	Offers a peacemaking voice of hope and peace into public conversations

In 2021 PeaceWiseKids and PeaceWiseYouth was completed as a full school curriculum. Since the completion of the curriculum PeaceWise has seen very rapid adoption of the curriculum in schools across Australia and even internationally. This in turn has seen significant growth in the training delivery and organisational partnership being developed.

In light of the completion of PeaceWiseKids and PeaceWiseYouth in 2021 which was the major focus of the ministry for the preceding years, a new strategic plan was adopted by the board in 2022 focused largely on seeing growth and expansion and development of all sub brands of PeaceWise over the next 3-5years.

5. PEACEWISE'S EXPECTATIONS:

All employees of PeaceWise:

- commit, with the help of the Holy Spirit,
 - to walk together in Christian love with others working for PeaceWise
 - to see to support the work of PeaceWise and Christian peacemaking as they are able
 - to address matters of conflict in a biblical and godly manner consistent with the principles for peacemaking that are promoted by PeaceWise; &
 - if it is possible, as far as it depends on them, to live at peace with everyone (Romans 12:18).

- must adhere to the PeaceWise Statement of Faith, and will be committed to being:
 - Supportive of the biblical framework and overall purpose of PeaceWise
 - Active in promoting and modelling Christian values
 - Contributors to a caring and supportive working community
 - Focused on the needs of PeaceWise's clients
 - Facilitators of positive and productive community relationships
 - Focused on developing a culture of excellence
 - Continuously seeking to improve their skills and knowledge base.

- Abide by the policy and procedures of PeaceWise

6. SELECTION CRITERIA/COMPETENCIES:

The ideal candidate will possess the following competencies, skills, qualifications and experience:

- A desire to make a difference contributing to the work of a cutting-edge not-for-profit Christian ministry
- Experience in the management and actioning of communications, marketing, online and social media.
- Strong organisational skills and will be pro-active and professional
- Excellent communication skills – both verbal and written
- Ability to learn new systems quickly and aptitude to multi-task
- Great attention to detail
- Experience and competency in the use of a variety of different IT platforms including MS Office plus, different social media platforms, website and database management (desirably familiar with Freshdesk, WordPress, Gmail, Facebook, MailChimp and SurveyMonkey)
- Good time management skills with a capacity to prioritise
- Training in communications, marketing or graphic design is desired.
- Strong alignment with the Christian values and mission of PeaceWise
- Ability to maintain confidentiality

7. PEACEWISE STATEMENT OF FAITH

This statement reflects a contemporary summary of the central doctrines in the Bible, which are also presented in the historic creeds of the Christian church.

- The Bible is God's unique revelation to people. It is the inspired, infallible Word of God, and the supreme and final authority on all matters upon which it teaches. No other writings are vested with such divine authority.
- There is only one God, creator of heaven and earth, who exists eternally as three persons - Father, Son, and Holy Spirit, each fully God yet each personally distinct from the other.
- All people are created in God's image and matter deeply to Him. Central to the message of the Bible is that God loves people, and invites them to live in communion with Himself and in community with each other.
- Apart from Jesus Christ, all people are spiritually lost and, because of sin, deserve the judgment of God. However, God gives salvation and eternal life to anyone who trusts in Jesus Christ and in His sacrifice on his or her behalf. Salvation cannot be earned through personal goodness or human effort. It is a gift that must be received by humble repentance and faith in Christ and His finished work on the cross.
- Jesus Christ, second Person of the Trinity, was born of the Virgin Mary, lived a sinless human life, willingly took upon Himself all of our sins, died and rose again bodily, and is at the right hand of the Father as our advocate and mediator. Some day, He will return to consummate history and to fulfil the eternal plan of God.
- The Holy Spirit, third Person of the Trinity, convicts the world of sin and draws people to Christ. He also indwells all believers. He is available to empower them to lead Christ-like lives, and gives them spiritual gifts with which to serve the church and reach out to a lost and needy world.
- Death seals the eternal destiny of each person. At the final judgment, unbelievers will be separated from God into condemnation. Believers will be received into God's loving presence and rewarded for their faithfulness to Him in this life.

- All believers are members of the body of Christ, the one true church universal. Spiritual unity is to be expressed among Christians by acceptance and love of one another across ethnic, cultural, socio-economic, national, generational, gender, and denominational lines.
- The local church is a congregation of believers who gather for worship, prayer, instruction, encouragement, mutual accountability, and community with each other. Through it, believers invest time, energy and resources to fulfil the Great Commission — reaching lost people and growing them into fully devoted followers of Christ.