

ROLE DESCRIPTION AND EXPECTATIONS

PeaceWiseKids Support Officer

Thank you so much for your interest in supporting PeaceWiseKids!

In this role you would contribute to building and sharing the blessings of cultures of peace and biblical peacemaking – and the gospel which sits behind these - across our nation and beyond!

The purpose of this document is twofold:

- help you understand where this role fits within PeaceWise
- set clear mutual expectations around your taking on this role.

PART A: SOME CONTEXT

Organisational context

PeaceWise's purpose is: 'Promoting peace and reconciliation in relationships through biblical principles and the power of Christ.' As our logo says – we are all about “building peacemakers for life”.

PeaceWise believes that being wise in making and maintaining peace is something that more people want for their lives, but many often just don't know how to make this happen. People everywhere in all manner of different situations are confronting conflict and disputes. PeaceWise believes that the Bible provides real and practical strategies on how we can approach and respond to conflict, to turn it into something which can build relationships, rather than only damage them.

PeaceWise has the following six key ministry arms:



PeaceWiseYou and **PeaceWiseUs** focus on training and building communities of peace.

PeaceWiseKids relates to our programs for primary school children and **PeaceWiseYouth** covers High School plus up to age 25.

PeaceWiseHelp is our conciliation work – especially conflict coaching and mediation.

Whilst **PeaceWiseVoice** is the arm focused on speaking hope and help into the public square.

Position context

This role supports the **PeaceWiseKids** and **PeaceWiseYouth** ministry arms.

Customer support

The primary focus of this role is customer support. Customers who purchase PeaceWiseKids or PeaceWiseYouth often need support from us in two main ways, mostly relating to the online learning side of the courses.

Customers need help with:

1. “onboarding” – the process of loading the students who will be doing the courses into the system, setting up the classes correctly, allocating licences correctly etc. ; and
2. other technical support – with things like lost passwords, fixing errors that they have made, “how do I do this?” questions etc.

As the sales of PeaceWiseKids and PeaceWiseYouth continues to grow, including with international sales, the Office Manager needs additional back-up to provide dedicated technical support for these requests so that we are responding promptly and providing great customer service.

General administration support

In addition there are a wide range of administrative and organisational activities which need to be performed relating to PeaceWiseKids and PeaceWiseYouth, which may relate to ordering of resources, arranging printing, setting up meetings or other general administrative tasks. This role supports the Office Manager in the performance of these activities as well.

PART B: HOW WE WILL WORK TOGETHER AND OUR MUTUAL EXPECTATIONS OF EACH OTHER

Name	
Relevant description of area or responsibility and care	PeaceWiseKids Support Officer
Start date and initial period of this role	
Review date (when we talk together to see how things are going)	
Hours and days required per week (Approximate minimum expectation, if applicable):	Flexible, but minimum 4 hours per week, desirably spread over at least two days. Mornings are preferred, as schools mostly contact us early in the morning when something isn't working!
Reports to: (Manager's position and name)	Office Manager: Catherine Locke

Other key working relationships	<ul style="list-style-type: none"> • PeaceWiseKids Content and Relationships Manager • National Relationships Manager • Chief Operating Officer
Key activities of this role include...	<ul style="list-style-type: none"> • Responding (by phone and email) to customer support needs including: <ul style="list-style-type: none"> ○ Assisting customers with LearnDash student registration queries ○ Providing 'onboarding' assistance including how to set up online classes ○ Responding to technical user queries • Administrative support for the sale and distribution of PeaceWiseKids and PeaceWiseYouth courses and course materials
Key attributes for this role	<ul style="list-style-type: none"> • Lives the biblical peacemaking principles in your own life (including online, if relevant) • Strong organisational and administration skills • Great attention to detail • Does work within expected timeframes or lets us know if there's an issue • Willing and able to learn new skills and systems and multi-task • Good time management skills with a capacity to prioritise • Reliable – owns tasks to completion • Strong with technology generally (this is more important than knowing particular programs or software) • Excellent communication skills – both verbal and written
Training requirements for the role	<ul style="list-style-type: none"> • All required training will be provided by the Office Manager.
Scope of authority and confidentiality	<ul style="list-style-type: none"> • By signing this document you agree to follow the Scope of authority set out at the end of this document, and to keep strictly confidential all information which you access at PeaceWise other than information which is already publicly available.
Benefits	<ul style="list-style-type: none"> • Can take any PeaceWise course for flat fee of \$50 per day. • Discount of 20% on up to \$200 (RRP) worth on any PeaceWise resources (non-cumulative year on year) • Opportunity to serve God and make a real difference in peoples' lives. • Share the benefits of peacemaking which you have experienced. • Develop knowledge of and ability to work within a Christian not-for profit organisation • Receive mentoring from your manager.

Relational expectations

All employees, volunteers and contractors of PeaceWise commit;

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

PeaceWise Statement of faith

By taking on this role, you agree to the following 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.

Your signature	Signature of Chief Operating Officer
Name:	Allen Sibley
Date:	Date:

Scope of authority

<p>Scope of authority – these things must at all times be done:</p> <p>a) in accordance with PeaceWise Core Values Statement, Relational Commitments and any applicable PeaceWise policy and procedure;</p> <p>b) for the purposes and for the discharge of the responsibilities of the role in question; and</p> <p>c) within the ambit of the position described</p>	The Events and Administration Officer has the authority to...			
	Activity	Yes	No	Comments
	liaise with external people in conjunction with their role	✓		
	access the PeaceWise systems.	✓		Access to relevant PeaceWise systems will be provided
	enter into financial commitments on behalf of PeaceWise		✓	
	correspond using a PeaceWise email address allocated to them	✓		
	legally or contractually bind PeaceWise		✓	
	supervise other PeaceWise volunteers		✓	
	arrange dedicated PeaceWise training events		✓	
	speak officially on PeaceWise's behalf, including on social or electronic media		✓	
	handle money for PeaceWise		✓	Unless agreed by the Chief Operating Officer
	use PeaceWise name, logo, materials and intellectual property	✓		