

POSITION DESCRIPTION

Receptionist

Employment status	Full-time
Work pattern	Normally five days per week; ordinary hours confirmed in the employment contract
Day-to-day supervision	Rob Imberger, Associate Pastor
Overall oversight	Kieran Carr, Senior Pastor
Direct reports	None initially
Volunteer coordination	Reception relief volunteers and agreed Sunday ministry teams

We are open to a split/shared arrangement to provide five-day cover, including through holidays and leave.

Purpose of the role

The Receptionist helps ensure that the church office is welcoming, responsive, organised and effective, while relieving pastoral staff, particularly the Senior Pastor, of as much routine administration and practical coordination as reasonably possible so they can give greater attention to prayer, the ministry of the word, leadership and pastoral ministry (Acts 6:4).

This full-time role provides capacity for website and online communications, welcoming and hospitality, volunteer recruitment and onboarding, Sunday team structures, reception relief, giving and payment systems, and administrative support for staff, Parish Council and the Housing Committee.

The Receptionist is encouraged to suggest practical improvements, drawing on existing experience and resources, and to agree priorities and significant changes with their supervisors.

About the church

St Philip's is an evangelical and charismatic Anglican church in Cottesloe whose mission is: Making disciples who make disciples.

St Philip's is enjoying a significant season of growth. Over the past year, average Sunday attendance grew by 30%, Alpha attendance by 33%, Connect Groups by 25% and giving by 17%.

Growth brings increasing organisational complexity. The Receptionist provides a dependable administrative core: a consistent weekday presence, clear communication and systems, support for staff and volunteers, and reliable completion of essential work.

Key responsibilities

01 Reception and staff support

- Provide a consistent weekday office presence; receive, direct and follow up enquiries and requests.
- Maintain a welcoming, organised and responsive office and clear day-to-day information flow.
- Provide practical administrative support to the Senior Pastor, Associate Pastor and ministry staff.
- Track routine actions, learn recurring needs and complete agreed work with minimal prompting.
- Develop a volunteer team capable of providing reception and office cover during illness and annual leave.
- Coordinate quarterly ministry rosters with ministry leaders, communicate agreed rosters and keep changes up to date.

02 Communications and online presence

- Prepare the pewsheet, Sunday notices, What's New and agreed church-wide emails.
- Update and maintain the church website and help develop St Philip's online presence, including social media.
- Liaise with and support the graphic designer; ensure communications are accurate, timely and aligned with agreed priorities.
- Help communicate Wakimbizi clearly as St Philip's main mission partner, including ARDFA tax-deductible giving pathways and prayer points for public intercessors.

03 Staff and committee support

- Participate in regular staff meetings, prayer meetings and quarterly staff offsites.
- Assist with Parish Council papers and meeting administration when required.
- Provide administrative support to the Housing Committee, including meeting preparation, documents, communication and practical follow-through.
- Attend the annual Parish Council training day at Wollaston at least once.

04 Systems and administration

- Act as the central first point of contact for agreed office systems, facilities, Safe Ministry and giving matters: receive enquiries, maintain accurate information, coordinate routine follow-through and direct or escalate specialist or decision matters to the appropriate person.
- Use and maintain agreed systems including Microsoft 365, Outlook, Teams, SharePoint, Loop, ChurchSuite or equivalent, Canva, website tools and AI tools such as ChatGPT.
- Maintain accurate and current ChurchSuite records, including agreed contact, ministry and volunteer information, in line with privacy and access requirements.
- Administer room and facility bookings; coordinate routine facilities matters with wardens, the cleaner, volunteers or contractors as directed.
- Carry day-to-day Safe Ministry administration and follow-through, including records, checks, forms, volunteer onboarding follow-up and keeping Safe Ministry information current. Specialist advice and ultimate Parish Council portfolio responsibility remain with the appropriate office-holders.
- Complete routine weekly banking and payment-record administration in line with agreed procedures. The Treasurer retains payment approvals.
- Assist with improving giving infrastructure, including online giving and Quest payment systems, under the direction of the Senior Pastor and Treasurer.

Personal qualities and capabilities

- Christian faith and ministry alignment, with active participation in the life of St Philip's strongly preferred.
- Experience or background in reception; a warm, approachable and welcoming manner.
- Initiative, ownership and an anticipatory approach to routine work.
- A strong desire to release pastoral staff from unnecessary administrative burdens.
- Reliable organisation, follow-through and discretion with personal or sensitive information.
- Confidence using and learning technology, and the ability to research and learn from existing expertise.
- Resilience and perseverance under pressure, including relational maturity when navigating disagreement or interpersonal tension.

Conduct and accountability

- Work within St Philip's mission, values, policies and agreed priorities, and participate constructively in staff meetings, prayer meetings and quarterly offsites.
- Follow reasonable direction, maintain confidentiality and raise difficulties early.
- Receive feedback constructively and work collaboratively towards resolution.

Authority and escalation

The role provides administrative support and coordination within agreed responsibilities. Strategic direction, including communications, ministry and technology priorities, remains with the Senior Pastor and senior leaders. Financial and budget authority remains with authorised office-holders, and the Treasurer retains payment approvals.

Parish Council retains governance responsibility, wardens retain property responsibilities, and Housing Committee leadership remains with its appointed leaders. In systems, facilities, Safe Ministry and giving, the Receptionist coordinates office administration and information flow; specialist advice, authority and final decisions remain with the relevant office-holders.

Key relationships

Day-to-day working relationships: Senior Pastor; Associate Pastor; ministry and administrative staff.

Regular ministry relationships: leaders and volunteers; administrative and reception volunteers.

Coordinating relationships: Wardens; Treasurer; Parish Council; Housing Committee.

External and technical contacts: Anglican Diocese of Perth, including property, payroll, Safe Ministry and annual returns; WAIT IT services; Anglican Community Fund for banking; ChurchSuite administration.

Review and development

- Regular supervision as part of normal staff rhythms.

6 MONTHS	Formal review after six months: induction, workload, support and one or two development priorities.
12 MONTHS	Review of the role and responsibilities after 12 months.
MENTORING / COACHING	An annual budget of up to \$1,500 is provided for professional mentoring/coaching to support the Receptionist in work, life and faith.