



PREPARING YOUR JOB APPLICATION

- To prepare your application please complete the following;
 - Review the mission and ministry distinctives outlined on page 2
 - Review the position description outlined on page 3 - 4
 - Develop a 1 – 2 page cover letter outlining;
 - Why you are interested in the role.
 - How you would fit with Compassion's organisational identity and culture and
 - How your skills and experience suit the role.
 - Develop a concise resume outlining your qualifications and employment history.
 - Respond to the screening questions in the online application form

CONTACT US

- If you have any questions regarding the role, please email peopleandculture@compassion.com.au

ESSENTIAL INFORMATION ABOUT COMPASSION

MISSION

Compassion exists to release children from poverty in Jesus' name.

DISTINCTIVES

Christ-centred: We are dedicated to caring for the poor in response to God's call and giving hope to the hopeless by spreading the Gospel of Jesus Christ in an age-appropriate, culturally relevant and non-coercive way.

Child-focused: Children are the hardest hit by poverty, the least able to change their circumstances, and at the heart of Jesus' ministry. We address the holistic needs of the individual child so that they can become responsible and fulfilled Christian adults and change agents in their communities.

Church-based: We partner with local churches to implement our holistic child development model because they are uniquely placed to understand the real needs of their community and foster an environment of stability.

STATEMENT OF FAITH

1. **WE BELIEVE** the Bible is the inspired, the only infallible, authoritative Word of God.
2. **WE BELIEVE** there is one God, eternally existent in three persons: Father, Son and Holy Spirit.
3. **WE BELIEVE** in the deity of our Lord Jesus Christ, in His Virgin birth, in His sinless life, in His miracles, in His shed blood for the remission of sins, in resurrection, in His ascension to the right hand of the Father and in His personal return in power and glory.
4. **WE BELIEVE** salvation is found only through Jesus Christ and requires individuals to acknowledge their sin, accept His forgiveness and repent.
5. **WE BELIEVE** that for the salvation of lost and sinful man, regeneration by the Holy Spirit is absolutely essential.
6. **WE BELIEVE** in the present ministry of the Holy Spirit, by whose indwelling the Christian is enabled to live a godly life.
7. **WE BELIEVE** in the resurrection of both the saved and the lost; they that are saved unto the resurrection of life and they that are lost unto eternal separation from God.
8. **WE BELIEVE** in the spiritual unity of believers in the Lord Jesus Christ.
9. **WE BELIEVE** Jesus established the Church to carry out ministry on earth.

Section: Ministry Partnerships

Reports to: Area Manager

Primary Purpose

In response to God's calling and in the power of the Holy Spirit, the Relationship Facilitator provides a range of support to an area team in order to maximise the efficiency and effectiveness of the team. The role sits within Ministry Relationships which exists to build Kingdom relationships at a local level with those partnering with Compassion to inspire and equip them to advocate for children in poverty.

Key Accountabilities

- In collaboration with the Area team develop and implement strategy to increase Compassion Australia's profile, influence and impact within Area through bequests, donors, churches, advocates, social media and events
- Oversee development and maintenance of new administrative systems (e.g. document management system) that support the day-to-day work of the team
- In collaboration with the Area team develop, maintain and grow low and medium touch relationships with current and potential churches, advocates, supporters, donors, events representatives and other relevant parties
- In collaboration with Area team develop and implement lead generation activities to gain presentations and meetings
- Lead and/or participate in the organisation and running of events
- Administer the entry and maintenance of Customer Relationship Management records in collaboration with Relationship Managers and other team members
- Manage Area team day to day logistics support including Child Sponsorship Forms, mail, banking, stationery and marketing collateral for use in churches and at events
- Provide basic updates, training and coaching to staff on administrative topics
- Serve as the Health and Safety representative for the office and liaise with the WHS committee as appropriate
- Other duties as required within the scope of the role

Selection Criteria (Job Specific Skills, Knowledge & Qualifications, Experience)

- Exemplary administrative skills, including outstanding attention to detail
- Exemplary communication skills, including the ability to communicate via phone and email with people from diverse backgrounds
- Time management skills, including the ability to coordinate multiple calendars
- Ability to evaluate and improve existing administrative systems
- Ability to facilitate training and coaching
- Knowledge of business principles and processes, including records and budget management
- Knowledge of budget principles and processes
- Knowledge of Health and Safety regulations and requirements
- A proven track record providing wide ranging administrative support to a cross-functional team

Communicates with influence: *Communicates with others in a compelling way, that leads to action and outcomes, ensuring alignment with Compassion's ministry values*

Success looks like:

- Positively influences, motivates and negotiates with team members and external partners to achieve outcomes
- Communicates with humility, grace and authenticity
- Pursues healthy and courageous conversations with team members, even in difficult circumstances
- Demonstrates active listening, seeking to understand the perspectives of others
- Communicates concerns or frustrations in a constructive manner
- Engages with communications across the ministry to ensure up-to-date knowledge and alignment

Delivers on the strategy: *Responsible for and committed to creating, leading and delivering strategic outcomes in accordance with the ministry strategy*

Success looks like:

- Is reliable and consistent in delivering on key objectives and responsibilities
- Meets deadlines and targets to deliver work on time, with a high quality
- Takes time to understand the strategies prior to delivering the task
- Demonstrates accountability for achievement of individual results

Demonstrates business acumen: *Learns and applies business principles and practices to deliver value, innovate processes and achieve results.*

Success looks like:

- Leads and manages projects and events in accordance with ministry methodology
- Understands our ministry context including our products, programs and supporter engagement
- Evaluates the success, value and effectiveness of projects and strategic initiatives
- Demonstrates awareness regarding external trends in discipline or industry, recognising how these may impact processes and functions
- Takes action to improve, innovate and transform processes
- Proactively responds and adapts to change, even when it's challenging
- Demonstrates digital knowledge and dexterity in order to engage with stakeholders

Develops effective relationships: *Intentionally builds healthy and authentic relationships that reflect our values and support ministry outcomes*

Success looks like:

- Pursues and achieves both effective working relationships as well as effective results and outcomes
- Demonstrates self-awareness and emotional intelligence that facilitates effective relationships
- Deepens relationships with internal and external partners through shared understanding and a posture of learning
- Readily receives feedback from both internal and external stakeholders, and actions accordingly
- Demonstrates empathy and care for others
- Puts Christ first in daily decision making

Leads high-performing teams: *Coaches and mentors team members, encouraging and challenging them to live out our ministry values and achieve results*

Success looks like:

- Recognises the importance and value of team work and actively participates in team projects
- Holds self and others accountable for performance and behaviours
- Actively seeks out feedback and coaching from others to improve performance and build team culture
- Collaborates with others within and outside of immediate team to achieve results