Admin Coordinator (Camps and Systems) - Position Description

Key position information	
Position Title:	Admin Coordinator (Camps and Systems)
Reports To:	Program & Partnership Manager (PPM)
Employment Type:	Part time
Hours:	20-25 hours per week.
Location:	Remote /work from home (available to work in AEST time zone)
Effective Date:	Nov 2026
Award:	Clerks - Private Sector Award 2020. Employee Classification: Level 4

Primary purpose of job

The Admin Coordinator is the person that makes ESA runs smoothly. The role involves overseeing our camp registration system, keeping track of details and deadlines and being the first point of contact for parents and other ESA stakeholders. You will find yourself assisting people on the phone, updating our CRM making sure we have all the right information, running reports and working closely with our staff and volunteers as we bed down a new system. The role also provides admin support for ESA's Leadership team.

Qualifications

Essential	- Exceptional administration skills and attention to detail - Strong experience with working with systems and streamlining processes - Exceptional interpersonal, communication (written and verbal) - Collaborative and relational approach - able to work alone and in a team environment - Warm relating style - Proficiency in the use of Microsoft Office 365 (especially Excel) and a readiness to become competent with SwiftFox - A passion for and understanding of the work of ESA - Current and valid Working with Children Check
Desirable	- A Cert 4 (or higher) or relevant experience in Business or Administration or IT systems - Understanding and experience with Christian camps

Character and Values

Core Values	- The Administration Coordinator upholds and demonstrates ESA's values of Connection, Authenticity, Humility and Faith and agrees to abide by ESA's Code of Conduct and Statement of Faith

Skills and competencies

Camps Administration	- Setting up new camps and tickets in SwiftFox, and managing camp registration process - Setting up invoices and discount codes in SwiftFox when requested - Manage ESA's camps planning system in SwiftFox, implementing feedback and supporting staff and volunteers, managing their access to SwiftFox - Ensuring accurate camp data is saved securely - Oversight of communications with parents - Keeping the details in Camps Calendar updated to assist in our camps launch and planning - Communicate numbers and dietaries to campsites - Assist in checking camp payments are in line with budget. - Assist new Pastoral Workers with camp admin processes
Phone calls & Emails	- Communicating with parents and donors, assisting with enquiries and processing donations
Systems Admin	- Oversee data integrity in our CRM for campers, leaders, donors and those on our mailing lists - Maintain and improve camps planning systems - Run CRM reports as required - Maintain a system to ensure leaders have valid Working With Children Checks and are trained in Child Safety
Leadership Team Admin	- Assist CEO and Leadership Team with admin support

Team Participation and General	- Participate in:
	  - Staff Meetings / Prayers
	  - Staff Retreat

	- Supervision meetings - Training days and events - AGM - Professional Development

Key relationships	
Internal	- Program & Partnership Manager - CEO - Marketing and Comms Coordinator - Staff, Pastoral Team - Camp Volunteers
External	- Parents - Campsites - SwiftFox and other contractors - Donors - Local Churches