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## Position Description

### Administration and Conference Centre Manager

POSITION SPECIFIC INFORMATION	
<b>Reports to</b>	Passionist Community Leader (Currently Father Kevin Hennessy CP)
<b>Position Type</b>	Fulltime, Flexible hours
<b>Salary Package</b>	Commensurate with experience
<b>Direct Reports</b>	Hospitality staff; contractors; casual staff
<b>Liaise with</b>	Passionist Community Leader; Business Manager; Volunteers
<b>Based at</b>	Holy Cross Centre, Templestowe, Victoria

### Holy Cross Centre

Holy Cross Centre in Templestowe is home to the Passionist community of 14 men and students. The Passionists are a Catholic and international religious congregation engaged as active contemplatives in a diverse range of pastoral ministries.

Set in expansive and serene gardens, the Centre offers diverse meeting spaces and facilities for conferences, seminars, group development and retreats. It provides accommodation for up to 80 people, conference rooms of varied sizes, a large chapel and a smaller meditation chapel, and a dining room that comfortably seats up to 100 people.

### Role Overview

Working closely with the Passionist community and a small team of staff and contractors, the Administration and Conference Centre Manager ensures that the Centre is a vibrant, welcoming and well managed facility. A new and critical aspect of the role is to develop and implement strategic business plans for new and innovative use of the facilities and for increased revenue. Effective marketing, networking and promotions will be essential responsibilities in the role.

Another key area of responsibility is to provide administration support to the Passionist Community Leader.

The Centre upholds a unique spiritual quality and ambience that reflects the Passionist traditions and values. The Administration and Conference Centre Manager will be required to support this culture and to enact a model of service delivery that is consistent with the values of the Passionists.

## Role Responsibilities

<p><b>Conference Centre</b></p>	<ul style="list-style-type: none"> <li>• Engage and foster relationships with existing and new client groups.</li> <li>• Ensure room set-ups, equipment and accommodation arrangements are completed to clients' satisfaction.</li> <li>• Ensure problems and trouble-shooting requests are responded to in a timely and appropriate manner.</li> <li>• Ensure regular feedback and evaluation of guests' experiences.</li> <li>• Promote, identify and facilitate continuous improvement, inclusive of refurbishments and equipment upgrades for client satisfaction and sustained occupancy.</li> </ul>
<p><b>Business Development</b></p>	<ul style="list-style-type: none"> <li>• Research markets for new business opportunities and for new and innovative use of the facilities.</li> <li>• Develop and implement marketing and promotions strategies for sustained and increased occupancy and profitability.</li> <li>• Act as the principal promotions and contact person for new and prospective clients.</li> </ul>
<p><b>Financial Control</b></p>	<ul style="list-style-type: none"> <li>• Contribute to the development of annual budgets in collaboration with the Community Leader and Business Manager.</li> <li>• Work within approved annual budgets.</li> <li>• Manage Conference Centre bookings and invoicing, ensuring revenue capture and appropriate cost control measures.</li> <li>• Receipt, check and pay suppliers' invoices.</li> </ul>
<p><b>Staff and Contractor Management</b></p>	<ul style="list-style-type: none"> <li>• Manage a small team of permanent and casual staff and supervise their services.</li> <li>• Manage subcontracted services such as catering, cleaning, laundry and equipment hire/maintenance.</li> <li>• Support staff and contractors in their roles, providing training and resources as required, and encourage teamwork to achieve quality service standards.</li> </ul>
<p><b>General Site Management</b></p>	<ul style="list-style-type: none"> <li>• Liaise with and direct contractors and sub-contractors performing maintenance, repair or construction tasks.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure regular audits of cleaning, catering and garden maintenance services.</li> <li>• Ensure timely ordering and appropriate storage of hospitality and kitchen supplies, office supplies and other consumables.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Ensure adherence to the correct health and safety measures and other compliance standards for the Centre.</li> <li>• Participate in and facilitate training for staff, contractors and community members regarding safety procedures.</li> <li>• Ensure guests have appropriate information regarding the Centre’s emergency management procedures.</li> <li>• Assess and respond appropriately to emergency situations.</li> </ul>
<b>Administration Support to the Community Leader</b>	<ul style="list-style-type: none"> <li>• Engage and foster relationships with clients, families, volunteers and other stakeholders who support the Passionist community.</li> <li>• Manage front office enquiries, reception of visitors and phone calls.</li> <li>• Assist with preparing materials for meetings, newsletters, orders of service and special occasions.</li> <li>• Maintain office printing and IT equipment and supplies.</li> <li>• Balance credit cards for Community members.</li> <li>• Organise travel bookings for Community members.</li> </ul>

No position description can be entirely comprehensive. The Administration and Conference Centre Manager will be expected to carry out other duties from time to time that are broadly consistent with the role.

### **Conditions of Employment**

1. The position is fulltime. A 6-month probationary period will apply upon commencement, with a review process at that point.
2. Flexibility to work additional hours and/or changed days to manage conference events or special occasions will be required.
3. The Administration and Conference Centre Manager will be expected to engage in an annual performance appraisal and a review of the role facilitated by the Community Leader.
4. The Administration and Conference Centre Manager will provide evidence of a successful National Police Record Check and a Working with Children Check.