

ELIM
HR

JOB DESCRIPTION FOR CONFERENCE CO-ORDINATOR

ONE MOVEMENT, ONE MISSION, MANY CHURCHES, **GROWING TOGETHER**





A MESSAGE FROM OUR GENERAL SUPERINTENDENT

Thank you for your interest in this vacancy and Elim.

As a growing Christian denomination and large charity, Elim is made up of people who give of their time, talent and resources not simply because of a brand but because of a compelling cause.

Elim is committed to sharing and communicating the good news of Jesus Christ creatively, compassionately and courageously in every community. Our volunteers and staff are the key to achieving that purpose. We are dedicated to developing a culture where collectively we can make a difference and individually we can thrive.

Chris

WHO WE ARE...



550 UK Churches



779 Active UK Ministers



1800 UK Colleagues



**5,032 Churches
Worldwide**



Presence in 24 countries

The Elim Pentecostal Church is a growing Movement of more than 550 Christian congregations in the UK and Ireland.

Elim was founded in 1915 by George Jeffreys, a young Christian from Maesteg in South Wales. Jeffreys and a group of friends, known as the Elim Evangelistic Band, preached, started churches and witnessed a move of God that was characterised by miraculous healings and an explosion in the number of people becoming Christians.

In a world that can feel like a desert, our 21st-century churches seek to be a place of spiritual resource within their communities.

The founders wanted the name of their new Movement to express their vision and values, and so chose 'Elim', the name of an oasis in the Bible that the people of Israel discovered as they wandered through the desert. It provided shade and refreshment to all who encountered it.

ELIM INTERNATIONAL CENTRE

Our offices are situated in Malvern, deep in the Malvern Hills which has been classified as an 'area of outstanding beauty'. The Elim International Centre is set in 34 acres of woodland 812 feet above sea level, granting us with amazing views over the Herefordshire countryside. The original foundations were laid in 1836 and the house was privately owned before the St James girl's school moved in, who extended the site extensively. Since 2009, the site houses the Elim International Office, Elim Conference Centre and Regents Theological College.

CONTACT US

Elim International Centre
De Walden Road
Malvern
WR14 4DF

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Main Email: info@elimhq.net
HR Phone: 01684 588937
HR Email: HR@elimhq.net

ElimMISSIONS exists to to stand alongside the missionary sending church, support the story telling missionary and to surrender to the missionary Spirit.

VISION

Elim International Missions are involved in over 40 countries, sending missionaries to many different situations. Their vision includes not just doing good work around the world, but doing it through the local church

PURPOSE

Their Core Purpose is to release and equip the local church to transform lives, communities and nations with the love of Christ as they are committed to stand with Elim Churches that send and support the empowered missionary, surrendered to the Holy Spirit.

MISSION

ElimMISSIONS desire to impact the UK church, trying to reach the 515,000 people who come to our shores each year. They desire to impact the world through church planting.

LIMITLESS

LIMITLESS

LIMITLESS is the national youth ministry of Elim Pentecostal Churches in the UK and Ireland. They exist to reach young people, equip youth leaders and inspire dynamic youth ministry through the local church.

EQUIPPING YOUTH LEADERS

LIMITLESS is committed to equipping youth leaders with the tools they need for ministry through LIMITLESS ACADEMY - their menu of training initiatives.

REACHING YOUNG PEOPLE

LIMITLESS is passionate about seeing young people reached with the gospel. Their events and mission opportunities are reaching, discipling and transforming the UK.

INSPIRING LOCAL CHURCHES

LIMITLESS is doing all they can to inspire dynamic youth ministry through the local church. Their regional teams and travelling ministries are serving local churches in their mission to young people.



ElimTRAINING exists to assist ministers in becoming anointed and practically equipped to serve in whatever environment they have been called to.

REGENTS THEOLOGICAL COLLEGE

Regents Theological College is one of the leading Pentecostal Bible Colleges in Europe. Regents Theological College also serves as the national training centre for the Elim Pentecostal Churches.

PASSING OF KNOWLEDGE

Elim Training's passion is to pass on knowledge (knowing) that encourages exploration, understanding, insight and fresh perspectives on important issues of our faith and the practice of ministry today.

ACADEMY

Each academy focuses on a specific ministry area and provides input, tools, resources and opportunity to learn and reflect with others.

REACH

REACH exists to deploy and equip church planters, raise up and equip evangelists and help churches and leaders develop effective strategies for reaching their communities with the gospel.

EVANGELISM

REACH passionately believes in the local church and their aim is to help equip them to effectively evangelise in the local communities of Britain.

REACH provides the training, support and resources to make this happen.

CHURCH PLANTING

The REACH focus is on three core church planting models. Although there are a variety of viable models to draw from, unless we aim to make disciples who in turn go on to make disciples, we will never fulfil the Great Commission (Matthew 28:18-20).



ELIM FINANCE

Our central ElimFINANCE department is situated in the Malvern offices and offer help and support to the local church on all matters relating to their finances.

LCAS

The Local Church Accounts Services consolidate all local accounts into one charity account. LCAS assists our churches in getting the data to our central office and report this onto the overall charity balance sheet.

CHURCH SERVICES

Elim Finance Department offers many services to the local church, such as the processing of GiftAid, help with building insurance requirements, the workplace pension requirements and the collection of all data for reporting purposes

PAYROLL

The Elim finance offices offer a payroll service to the local church. We operate the payroll and ensure payment and compliance on things such as the work place pension, changes in statutory rates and the issuing of payslips.

ELIM ADMINISTRATION

The central ElimADMINISTRATION department is responsible for the legal compliance of local churches in areas such as Property and Safeguarding. They also organise the Elim Leaders Summit

PROPERTY

With over £190 million worth of property owned by Elim, the Admin department manages the deeds, sale and purchase of our properties.

SAFEGUARDING

As a large charity, we take the safeguarding of children and vulnerable adults seriously. Elim Admin ensures that our churches comply with their legal duties. Furthermore, Elim Admin advises Elim nurseries on Ofsted related issues.

ELIM LEADERS SUMMIT

Our annual leaders summit is attended by over a 1000 senior Elim Church leaders and their teams. The Admin team organise the event and are responsible for the ticket sales and running of the event.



CONFERENCE CO-ORDINATOR

Department:	Elim Conference Centre
Reports to:	Conference Centre Manager
Place of Work:	Elim International Centre
Working hours:	4 days and 3 days
Salary band:	£19,000 (pro rata)
Status:	RECRUITMENT X2

INTRODUCTION

The Elim Conference Centre (ECC) is located at the Elim International Centre situated on the Malvern Hills in Malvern, Worcestershire. It is an integral part of Elim International Centre and Regents Theological College, offering accommodation for up to 120 guests and students, plus a range of meeting and leisure facilities.

THE ROLE

Reporting to and working in conjunction with the Conference Centre Manager, the core responsibilities of this role are the provision of the highest quality welcome and experience for our varied range of conference customers and the business administration of the Conference Centre including the taking of enquiries and bookings from customers. Key elements of the role include:

- Handling of conference enquiries and bookings of all types and the associated administration. Responding to email and telephone enquiries in a relational, professional and timely manner. This includes enquiries and bookings from visiting college students who form a significant proportion of our customers.
- Working with conference group organisers to understand their needs and provide facilities including accommodation, meeting rooms, facilities and catering to meet those needs.
- Provision of quotations and invoices to customers and the taking of deposits and other payments.
- Delivering the highest standards of customer service to our guests during their visit in a relational and engaging yet professional way which exceeds expectations and makes guests feel special. This includes welcome/check in and check out and the handling of a wide range of queries which may arise.
- Liaising with our catering, house-keeping and maintenance departments to ensure seamless delivery of all aspects of conferences.
- Conducting tours of our facilities to potential clients.
- Liaison with Elim departments regarding the organisation of facilities for internal conferences and events.
- Ensuring clear communication with other conference team members and maintenance of booking records and room tracker systems.
- Taking the lead in running a shift when the Conference Centre Manager is not on duty.

Elim Conference Centre operates 7 days a week across the whole year. Ability to work unsocial hours from time to time is a requirement of this role. Specifically, successful applicants would be expected to typically work one week-end in three and as required by the business demand, may be needed to work evenings from time to time.

THE PERSON

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> English & Maths GCSE or equivalent 	<ul style="list-style-type: none"> Business Administration qualification or equivalent
Knowledge & Experience	<ul style="list-style-type: none"> Experience of working in a fast moving customer environment where offering great customer experience is key to success Experience of working in an office environment, handling customer enquiries and using systems to organise the business operations Experience of dealing with a varied range of people and knowledge of how to handle people and their demands in a wide variety of situations 	<ul style="list-style-type: none"> Experience working in the hospitality industry Experience of working for a non-profit/charity Knowledge of hospitality software booking systems
Skills & Abilities	<ul style="list-style-type: none"> Excellent written and verbal communication skills Ability to identify customer needs and find ways of meeting those needs with good attention to detail Competent in Microsoft Office packages Ability to intuitively spot problems as they arise and implement solutions quickly to avoid customer dissatisfaction Able to work both independently and as part of a team 	<ul style="list-style-type: none"> Understanding of invoicing and how to accept customer payments in various forms
Personal Qualities	<ul style="list-style-type: none"> A naturally relational and engaging personality which seeks to serve customers and relishes being hospitable A passion for delivering the same excellence of experience to the 100th customer as well as the 1st Positive "can do" approach which seeks to go the extra mile to meet customer need Able to work under pressure, to deadlines and with competing priorities 	
Other Requirements	<ul style="list-style-type: none"> Able and willing to work typically one week-end in three Willing to work evenings from time to time based on business need 	<ul style="list-style-type: none"> Valid UK driving licence Awareness of Elim and its aims and objectives

FURTHER DETAILS

Successful candidates who will be invited for an interview will receive more information on who we are and what we do. If you would like to receive this information prior to this, please contact the HR department at jimmy.vansanten@elimhq.net to request a copy of the information.

Alternatively, the information is also online on the following websites.

- Elim Movement: <https://elim.org.uk>
- Elim Conference Centre: <https://elimconferencecentre.co.uk>
- Regents Theological College: <https://regents-tc.ac.uk>

CONTACT

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