

Job Description— Office Administrator & PA

Role

We are looking for a gifted, experienced and skilled administrator to come and join us on a Part or Full-time basis to support our ministry. The purpose of the role is to supervise and facilitate the day-to-day administrative operations of the church in close co-operation with the Executive Pastor, staff team and the Senior Leadership Team of the church.

As a faith-based organization and place of Christian worship, our beliefs & core values are foundational to everything we do. The post-holder will be expected to share these beliefs & core values, join in the spiritual life of the church and work actively to support our ministry and vision.

Along with our Executive Pastor, SLT and staff team, this post is key in enabling growth in the ministry and mission of our church in our city and community. In line with our vision, “nobody’s perfect, everyone’s welcome and anything is possible” and our motto that “Everyone is a VIP” and as well as providing effective administration within the church, the post-holder will be expected to be a face and voice of the church to the wider community, from answering the phone and office door to booking special events and managing lettings, better enabling us to serve our community.

This position requires an exceptional degree of professionalism and the ability to work in an ever changing environment, where multi-tasking, sound decision making, self-motivation and discretion are essential. Equally the post-holder will need confidence and proven organizational, communication and interpersonal skills. We would also be willing to train if you aren’t completely experienced in these areas provided you are gifted in these areas and willing to learn. We would also like to reiterate that we are looking for someone who is reliable and looking for long-term commitment.

Context

Our church is a nondenominational multi-cultural vibrant church in the area of Portsmouth & Southsea. It is located primarily in a residential community and the church provides focal points for various community activities.

Our premises are split into an upstairs worship area and a downstairs hall. These were used every day of the week and most evenings for a range of activities before COVID but will continue as we begin to reschedule them once again including hosting ongoing training events. We also have ready to launch in January 2022 an area called “The Hub” which will be an eatery/coffee shop which we are working on details for now.

Our body of believers is currently 150 though we have many who are at present still attending our online services while others are now regularly attending Sunday morning worship, across one Sunday Service. We do have a second location which had been running just under a year before COVID which will restart in October 2021 and it starts at 4pm mainly catering to the student population and young adult age group.

We are currently reviewing some of our staff positions and this is the first one that we will be filling once again. We are hoping for the position to start latest September 2021 but can be a bit flexible with this but would look to have someone in place by mid September.

Location & Hours - It is a full 4-day work week (37.5 hours) at the church office with one day off, some Saturdays for our “all rise” events, some weekly evenings and of course Sundays we do expect our staff to serve. There will be a max of 4 Sundays off annually. After the probation period and a confident and sound administration team has been created, consideration will be given for working from home as well as in the office.

Terms and Conditions

The detailed terms and conditions will be contained in the post-holders Contract of Employment.

The salary will commensurate based on experience with room to grow.

Access to our pension scheme is available after three months' continuous service IF the first part of the probation period of 3 months is successful. We do also make contributions as the employers on behalf of the employee. Further details are available from the Treasurer.

There will be a six-month probationary period with a three-month review point. An appraisal will take place to confirm completion of the probationary period and appraisals will take place twice annually thereafter. During the probationary period one week's notice of termination of employment will be required on either side; thereafter one month's notice on either side will be required.

Annual paid holiday entitlement is 28 days Pro-rata. Leave should be arranged in advance with the Executive Pastor, bearing in mind the particular demands of preparation for major church & holiday events.

The Executive Pastor will regularly review the post-holder duties and responsibilities and discuss development, common concerns and opportunities for training and will work closely with them on a weekly basis.

Key Responsibilities

1) Support the church's vision and mission

2) Office Management and General Administrative Services

- a. Provide general administrative support to the Executive Pastor, SLT and staff team
- b. Administer the church diary, arranging appointments and setting up meetings when requested
- c. Deal with statutory documents, including statistical returns, registers, certificates and applications; and ensuring that church records are kept up to date (e.g. church data base system, register of baptisms, marriages, records of fees etc.
- d. Order supplies for church ministry including stationery, office, general supplies, etc
- e. Oversee the maintenance of equipment in the Church Office and comply with any maintenance and service contracts held by the church, (e.g. kitchen appliances and inspections, Lift Inspection, Alarm services, Fire Appliances, Boiler inspection, etc)
- f. Assist with the purchase of office equipment
- g. Maintain petty cash record
- h. Ensure a safe and clean working environment within the office
- i. Review and implement procedures to ensure clear, efficient and effective office operation
- j. Provide administrative support to the church's CAP group, in close liaison with management team & training events
- k. Encourage, develop and manage volunteers to assist with administrative and management functions

3) Church communications

- a. Manage all church correspondence, including post, e-mail, and answerphone;
- b. Ensure internal and external notice boards are kept tidy and up to date
- c. Assist with the production of church publications including working with our design team etc, and the production and circulation of the e-newsletter
- d. Produce, maintain and update the church's data base system and working closely with the connections team when we have new visitors.
- e. Co-ordinate occasional church mailings, including printing, emailing and distributing Easter and Christmas leaflets
- f. Co-ordinate closely with the Executive Pastor on the production of the church's Annual Report in preparation for the AGM Meetings
- g. Learn & Assist with keeping the church website up to date
- h. Act as first point of contact for all enquiries whether in person, or by phone, post, e-mail etc; ensuring they are dealt with politely and professionally and followed up by appropriate action
- i. Provide administrative support to the Executive Pastor for all matters relating to baptisms, funerals and weddings including dealing with enquiries, communications, bookings, registers, certificates, materials, payments, etc.

3) Administrative Support for Sunday services

- a. Provide administrative assistance to the Lead & Executive Pastor.
- b. Maintain and coordinate rotas for teams including host, refreshments, connections, prayer, sound, media, etc.
- c. Manage copyright licence applications and requirements
- d. Coordinate and advise on arrangements for celebration services e.g. weddings, funerals, baptism (e.g. documents, certificates, room arrangements, visitors etc)
- e. Support and encourage volunteers working on church premises working closely with the Leader of Operations and Executive Pastor.

4) Management of premises and lettings

- a. Manage regular lettings, including collecting and giving regular feedback to tenants, ensuring an on-going constructive dialogue
- b. Manage ad-hoc lettings, show potential hirers around, explain lettings contracts and expectations, negotiate fees, ensure no conflicts including set-up and down time with existing service or regular letting requirements
- c. Collect rental from regular and ad-hoc lettings
- d. Update, issue and enforce lettings contracts
- e. Manage and resolve any conflicts relating to the use of premises
- f. Ensure the premises are clean, tidy and safe for all users including ensuring recycling and rubbish collection
- g. Overseeing the cleaning and notifying the Operations team of any issues
- h. Purchase sufficient materials and equipment for cleaning
- i. Advise the Executive Pastor on matters relating to furniture, resources, equipment etc and provide administrative support for any purchasing
- j. Promote unused space and market letting opportunities
- k. Maintain accurate records of key holders

5) Building maintenance and development

- a. Communicate effectively and regularly with the Operations Team about the state of the premises, maintenance requirements, health and safety concerns etc
- b. Provide administrative support to the Operations Team including record keeping, communication with contractors, payments
- c. Oversee insurance requirements and act as main point of contact with insurers

This list of responsibilities is not intended to be exhaustive and is subject to review in consultation with the Executive Pastor.

Person Specification

Requirement	Essential or desirable?	How assessed?
Qualifications <ul style="list-style-type: none"> • degree or diploma 	Desirable	Via CV
Experience <ul style="list-style-type: none"> • experience of working in similar role • experience as a team or project leader, supervision of staff or volunteers • experience of church ministry/mission • experience of premises management • general accounting/bookkeeping experience 	Desirable Desirable Desirable Desirable Desirable Desirable	Via CV and interview Via church reference and interview Via CV and interview
Knowledge <ul style="list-style-type: none"> • knowledge of church worship/ ministry, structure • knowledge – google services, 	Desirable Desirable	Via church reference and interview
Skills and competencies <ul style="list-style-type: none"> • excellent interpersonal communication skills – written and oral • strong attention to detail • general office and clerical skills • confident IT skills • strong planning skills with ability to work autonomously and manage workload • excellent organizational skills • ability to work flexibly 	Essential Essential Essential Essential Essential Essential Essential	Via CV and interview
Personal Attributes <ul style="list-style-type: none"> • sensitive listener • experience of dealing with matters of confidentiality, sensitivity with compassion • ability to make decisions and take initiative • motivated to deliver high quality output • ability to manage the unexpected • enjoy learning and new experiences 	Essential Essential Essential Essential Essential Essential	Via church reference and interview