

St Paul's Hospitality and Events Coordinator Job Description

Job Title	Hospitality and Events Coordinator
Responsible to	Head of Parish Life
Liaises with	Parish Life, St Paul's staff and congregation, St Paul's centre team, Café, Lifegroup leaders, welcome team, volunteers, external parties/community, and public
Key Areas	To facilitate a warm and engaging welcome and integration of new members to St Paul's, overseeing and administering church events, courses and services. To proactively and efficiently manage the supporting records, administration and communications including online database

St Paul's Hammersmith lives to glorify God by becoming a transforming community for London and beyond. Our strategy is the formation of dynamic, urban, missional disciples. We give ourselves to be shaped by God to shape the city.

Overall Purpose of Role

The Hospitality and Events Coordinator will work closely with the Head of Parish Life to manage and oversee the administration of Sunday Services including the scheduling of preachers, leaders, volunteer welcome, and host teams, and the day-to-day management of St Paul's online database ensuring best practice and compliance, contributing to the overall mission and strategic vision of the organisation.

You will be responsible for assisting and managing special services such as baptisms, weddings, etc, and wide-scale Parish events such as the Weekend Away, providing exceptional hospitality while delivering warm front-facing interactions with newcomers, congregation members, and the public visiting St Paul's Hammersmith.

Key Responsibilities

To efficiently plan and oversee the administration of church events, programmes and services

- To oversee, recruit, train and build the welcome and hospitality for Sunday Services, church and parish events.
- To administer Sunday service assignments and create and maintain guides and rotas for leaders, preachers, readers and prayers and large services and event hosting teams. (e.g. Christmas, Easter, Pentecost, Alpha Sundays)
- To administrate and event manage 'termly' courses that focus on welcoming and integrating people into St Paul's including Newcomers' Evenings, the Alpha Course, Discipleship Courses, Leadership Advance, Women's and Men's special events and Discipleship Courses.
- To administer the Church Weekend Away and / or Focus participation by church members.
- To assist the Head of Parish Life to administer and coordinate special services, baptisms, weddings and funerals.
- To assist the Head of Parish Life to administer all school application forms.

To proactively facilitate a warm and engaging welcome and integration of Newcomers and administration of Lifegroups

- To oversee and administer the 'Get Connected' process and ensure that each person who expresses interest in being involved with St Paul's is given ample opportunity to do so. To link newcomers with service pastors, pastoral care teams or designated church leaders. To coordinate and host welcome gatherings.
- To administer the Life Group system championing the integrations of members into groups and communicating as required relevant and supportive information.
- Attend all 3 services to welcome, host and facilitate the integration of newcomers and oversee Sunday host teams across the day.
- To coordinate Sunday events as required for guest speakers, leadership meetings and newcomers' integration.

To proactively and efficiently manage and oversee the administration of the St Paul's online database (ChurchSuite) and various communications

- To use relationship management systems to communicate pastoral care needs appropriately to relevant ministries.
- Oversee the efficient use of the database system (ChurchSuite) maintaining the church diary for all events and services.
- To develop flow systems to support accurate data entry.
- To ensure the database is kept up to date in a timely and accurate manner as new or adjusted information is provided from the congregation or staff.
- Ability to type (fast/accurate) and utilise MS Office and online data systems e.g. ChurchSuite etc.

To facilitate welcome and hospitality across all Sunday Services and Parish events

- To proactively oversee and refresh the welcome area desk/board and ensure relevant literature is available in a timely and professional manner.
- To monitor and actively manage orders and stock for Sunday service refreshments and staff team, Alpha stock and other course requirements on a weekly basis.
- To coordinate all Christmas, Easter and special service refreshments.
- To be an active and willing member of the St Paul's operations team, taking on additional projects and responsibilities as necessary.
- To be keen to learn and grow, open to constructive feedback and able to adjust style to interact with a diverse set of individuals on staff, volunteers, congregation and the general public etc.
- To assist the Head of Parish Life to project and facilitate the delivery of Alpha Courses and Discipleship Sessions as well as manage large-scale church events including the Church Weekend Away and Prayer Weeks.
- To coordinate an annual volunteer appreciation event hosted by the PCC.

Essential Skills

- Understanding and alignment with the St Paul's vision/all associated ministries and active engagement in the SPH church life/community.
- Strong active Christian faith with a passion for ministry and a Godly working environment.
- Passionate about creating an environment of welcome and hospitality.
- Excellent communication skills both verbal and written (including spelling and grammar).

- Strong administration skills with knowledge of CRM systems and project planning.
- Excellent course administrator with proven skills planning, organising, administration, systems input and updating.
- Excellent event coordinator – liaison, planning, organising.
- Ability to coordinate teams of people – including motivating and empowering the volunteers who seek to support various initiatives.
- Ability to multi-task and prioritise using excellent time-management skills.
- Active team player who is flexible, enthusiastic, with a positive 'can do' attitude.
- Open to giving and receiving constructive feedback recognising the potential, giftings and talents in every person.
- Attention to detail and accuracy is essential.
- Ability to seek clarification, adapt approach to resolve (or avoid) conflict and manage complaints and/or challenging requests.
- Professional manner with emphasis on confidentiality in order to handle personal sensitive information and data, in a discrete and professional manner. Maintains knowledge in terms of Data Protection use, storage and legal requirements.
- Strict adherence to all compliance and health and safety requirements including Safeguarding.

This role will require

This post carries a genuine occupational requirement that the holder be a practising Christian under Part 1 of Schedule 9 to the Equality Act 2010.

The proof of right to work in the UK according to UK Legislation.

Working Requirements**Days of work**

- 35 hrs per week, typically across Sunday to Thursday, as outlined below, but with the ability to work flexibly based on church courses and termly events such as occasional evenings or weekends on key dates such as newcomers' dinner, alpha, etc.
- Typical work hours;
 - Mondays to Thursdays 9:30 am – 5:30 pm* with a one-hour unpaid lunch break.
 - Sundays: 9 am to 1 pm and 5 pm evening service
 - Some events and weekends on key dates (TOIL)

Key church services and events

- Key church events: Annual Parochial Church Meeting, Leadership Gatherings, Church Weekend Away and some evening events.
- St Paul's Christmas, Easter, and Pentecost services.
- Staff events: Staff Residential Conference (once a year); development and training events, Tuesday morning Staff meetings.

Package

- Competitive annual salary of £25,000
- 25 days of annual leave plus bank holidays