

<b>Role Title:</b>	Operations Administrator
<b>Role Overview:</b>	St Andrew's is a church that longs to see lives transformed by Jesus. We are looking for a skilled administrator who has an eye for detail, great interpersonal skills and sees how they can contribute to the wider work of the church through this role.
<b>Purpose:</b>	The Administrator will work as part of the wider Operations Team facilitating and supporting the work of the church across a wide range of tasks and responsibilities covering bookings, church management system, Sunday services support and safer recruitment.
<b>Location:</b>	Office based post at St Andrew's Church
<b>Responsible to:</b>	Operations Manager
<b>Core responsibilities:</b>	<p>These are divided into four areas:</p> <ul style="list-style-type: none"><li>• Bookings</li><li>• Church Management System</li><li>• General support</li><li>• Safer Recruitment</li></ul> <p>These can vary from week to week but are essentially to be responsible, under the overall direction of the Operations Manager, and in collaboration with other members of the Operations Team for:</p>
<b>Bookings (50%)</b>	<p>Oversight and management of the booking process for church and external users.</p> <ul style="list-style-type: none"><li>• For church events this involves liaising with ministry leads and ensuring there is oversight of the building requirements and following up any questions and concerns.</li><li>• For external hirers this involves fully managing the booking process from initial contact through to the event itself and making sure guidelines and procedures are followed, liaising with other staff members, booking systems are updated and income is collected and recorded.</li><li>• Overseeing the unlock/lock up rota and managing and building up this team.</li><li>• Working closely with the Facilities Manager and caretaker on the requirements of the bookings.</li></ul>

- Promoting the use of the church building within the local community and to maintain and develop positive relationships with users, encouraging continuity and new bookings.

ChurchSuite  
Management (20%)

Oversight of the Church management system:

- Training ministry leads and staff on ChurchSuite.
- Keeping informed about the new functionality of the system and seeing how it affects the systems we have and rolling out improvements.
- Updating and improving the “best practice” information and training ministry leads.
- Encouraging ministry leads to use the system more to facilitate and support their work.
- In collaboration with ministry leads, ensuring information and processes on the system, including the address book, are up to date and are fit for purpose.

General Support (20%)

Support and facilitate Sunday services by;

- Managing various service related rotas and supporting any ministry leads with rotas that are not centrally controlled.
- Attending service planning meeting, writing minutes and being the link with the Operations team.
- Updating Pro Presenter each week for services and events.

Support and facilitate the Operations team by:

- Management of various returns to the Diocese, supporting the administration needs of the APCM and managing the Electoral Roll process.
- Sending out thank you emails for those that give financially, and other admin tasks as directed by the Operations Manager.
- Building up and managing the volunteer reception team as part of that first contact with the congregation and community.

Safer Recruitment (10%)

Support and facilitate Safer Recruitment by;

- Managing the process flow in collaboration with ministry leads for volunteers and paid staff.

- Ensuring that the safeguarding training needs are identified, requested and followed up for volunteers and paid staff, in collaboration with ministry leads.
- Supporting ministry leads with questions regarding the safer recruitment process and training requirements.
- Attending safeguarding meetings as appropriate and following up with delegated questions.
- Support the work on the Parish Safeguarding Dashboard in coloration with Parish Safeguarding Officer and Ministry Leads.

*In all of the above, Administrator will be responsible to the Operations Manager and will work collaboratively with other members of the Operations Team. It is intended that the Administrator will be the team specialist in relation to the responsibilities outlined above but will action this in collaboration with others, implementing systems and processes to allow others to be released further for their ministries.*

#### **General**

- Attend staff prayers and weekly team meetings.
- Participate and contribute to regular line management meetings.
- Principle member of the Operations team who will work from and provide cover for reception except when there is a volunteer receptionist (most mornings), or another member of the Operations team is providing cover.
- Commit to personal development through reading and training.
- Undertake any other duties that may be reasonably required by this post holder.

#### **Terms and Conditions**

- This post is full time (37 hours).
- Normal working hours will be between Monday to Friday 9am – 5pm (but there will need to be some flexibility for bookings).
- Salary band £28,000 - £31,000
- The church will contribute 10% of gross salary into a pension.
- Annual leave starts at 25 days per annum plus statutory bank holidays

## Personal Specification

	Essential	Desirable	Evidenced by
<b>Qualifications:</b>		Some sort of further education	Application form, certificates
<b>Knowledge &amp; Experience:</b>	Experience of working in administration	Experience working in church administration  Experience working on a management system (especially ChurchSuite)	Application form
<b>Technical Proficiency:</b>	Good level of proficiency with IT and confident using online management systems		Interview/application form
<b>Communication Skills:</b>	Possess strong interpersonal skills and the ability to communicate effectively		Interview
<b>Personal Attributes / Character:</b>	Good organisational and administrative skills  Ability and experience to prioritise and manage a varied workload  You will have the ability to successfully work on your own or within a team setting  Willingness to help and support other members of the Operations team and work collaboratively  You will respect confidences and act with tact and sensitivity  Flexible and Proactive		Interview / application form