

## **Church Administrator**

**Reporting to:** Associate Pastor  
**Hours:** Part time (20 hrs)  
**Salary:** £ Available upon request

**Job Purpose:** To work within the operations department within the church staff team, to ensure the smooth running of day-to-day administrations. Ensure the church maintains a well-run office, supporting the delivery of mission and ministry across the church so that we continue to "Reach people for Jesus and help his followers grow to be like him."

### **Responsibilities:**

#### **To organise information:**

- Maintain paper and electronic filings
- Look at current systems and make changes where necessary
- Utilising MS Teams and other forms of storage.
- Maintaining the church address book.
- Manage the connect card system utilising ChurchSuite.
- To assist in the organisation and management of rotas.
- To assist in the organisation and management of the church calendar.

### **Communications**

- Internal and external
- First point of contact for anyone who contacts the church via the church website or via email.
- Answer and respond to questions that might come in – and signpost where necessary.
- Write a weekly newsletter and share with the whole church.
- Ensure communications and marketing are being shared in the appropriate forums (media such as the church website, printing for the church building and display for the church screens).
- Support the trustees to ensure that the charity report is written and sent each year.

### **PA to the Senior Pastor**

- Work closely with the senior pastor and provide support with administration.
- Read and respond to emails on behalf of the senior pastor.
- Hold access to the senior pastor's diary and schedule appointments when needed.

### **Church Secretary**

- Respond to the BU on request providing information as necessary for returns.

### **Minutes and agendas**

- Write minutes at staff meetings / church meetings and other meetings when required. Provide follow-up on important actions in meetings.
- Compile and circulate agendas in conjunction with the senior minister and others.

### **Staff HR and workforce**

- Overseeing Annual Leave
- Work along-side other members of the operations team to administer the Church Suite system to good effect.
- Overseeing DBS checks.

## **Policies and church governance**

- Regularly review and develop the church policies (Volunteer, I.G. etc. plus others).
- Develop own knowledge and understanding concerning policy changes.

## **Confidentiality:**

- The post holder is required to adhere to church policy in relation to the General Data Protection Regulations (GDPR). The post holder is required to inform their line manager in the event of a breach.
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to visitors and members of the church, staff and volunteers. They may also have access to information that is business sensitive. All such information from any source is to be regarded as strictly confidential.

## **Health & Safety:**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the church's health and safety policy relating to.

- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Reporting potential risks identified.
- Adhere to, and have a good knowledge of, manual handling best practice.

## **Equality and Diversity:**

The post-holder will support the equality, diversity and rights of staff, visitors and church members.

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with church procedures and policies.
- Respecting the privacy, dignity, needs and beliefs of staff and colleagues.

## **Personal/Professional Development:**

The post-holder will participate in any training programme implemented by the church as part of their employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

## **Quality:**

The post-holder will strive to maintain quality within the church, and will:

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.

- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Work effectively with individuals in other teams, departments, or ministries to best serve the church and the community.
- Effectively manage own time, workload, and resources.

**Communication:**

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members, pastors and leaders.
- Communicate effectively with members and visitors in the building.
- recognize people's needs for alternative methods of communication and respond accordingly.

Ensure that the church remains a place of welcome and love for all those that come in from the community. Therefore, this job description is a guide and as such is not exhaustive.

<b>Area</b>	<b>Essential</b>	<b>Desirable</b>
Qualifications and experience including details of specialised knowledge and skills required	<ul style="list-style-type: none"> <li>• Educated to GCSE, grade C or above (or equivalent) in English Language and Maths.</li> <li>• Previous volunteer / supervisory experience.</li> <li>• Experience of dealing with the public, both on the telephone and in person.</li> <li>• Substantial clerical / administrative experience.</li> <li>• Strong IT skills including use of spreadsheets and web applications. Good experience and skills using MS Office applications such as Word and PowerPoint.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous administration experience.</li> <li>• Rota management experience.</li> <li>• Business and Administration Level 3 NVQ or equivalent experience.</li> <li>• Experience in content creation for websites.</li> <li>• Media experience such as using cameras and marketing experience such as developing graphics for print.</li> </ul>
Special skills/abilities	<ul style="list-style-type: none"> <li>• Strong organisational skills.</li> <li>• Resilient and able to work under pressure with competing demands, whilst maintaining a high standard of accuracy.</li> <li>• Ability to prioritise workload.</li> <li>• Evidence of problem-solving and decision-making skills.</li> <li>• Uses initiative.</li> <li>• Ability to build effective working relationships with all church staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to negotiate and influence others with credibility.</li> <li>• Ability to train, supervise and support volunteers.</li> </ul>

Additional requirements	<ul style="list-style-type: none"><li>• Ability to work during the day and evenings as required.</li><li>• Flexibility for cover.</li><li>• Willingness to learn and acquire new skills.</li><li>• Someone who is an evangelical Christian, spiritually mature, a strong enabler &amp; encourager, and has a heart to reach our community with the love of God.</li><li>• To be in accord with TBC's statement of faith, mission &amp; values.</li></ul>	
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