

## **All Saints Church Office Administrator Job Specification**

### ***Purpose***

*This role ensures the smooth running of All Saints Church by managing the varied administrative responsibilities and tasks, supporting the priest and other key Church positions*

### **Key Responsibilities**

- First point of contact for all aspects of All Saints Church
- Responsible for all administration associated with the Church office and the team of volunteers and supporting the priest as required.
- Managing the administration associated with the Parochial Church Council responsibilities
- Overseeing and responsible as necessary for all Church communications including the Church web site and Social Media.
- Ensuring the Church is compliant with Safeguarding, GDPR, Health and Safety requirements in conjunction with other team members.
- Introducing the Church Management System and its ongoing maintenance and updating.
- Deal with contractors carrying out maintenance etc.

### **Main Duties**

- Responsible for general Office administration, including dealing with all parish correspondence, e-mails, phone calls.
- Provide administrative assistance to the Priest, staff and worship teams.
- Act as the focal point for all church communications, including the coordination and distributing of weekly pew sheets, quarterly newsletters, Parochial Church Council papers in conjunction with the PCC secretary.
- Responsible for ensuring all Church and Parish Centre notice boards are kept up to date.
- Ensure the rostering of volunteers to carry out Church duties is maintained, both pastoral and other duties such as Church cleaning.
- Administer the data base of personal information in compliance with GDPR.
- Introduce a new Church Management system which will systemise many of the Office duties currently undertaken manually.
- Act as the first point of contact for all enquiries whether in person, phone or email and ensure all necessary follow up actions have been instigated.
- Act as a central liaison point for weddings and funerals, along with baptisms in the absence of volunteers who manage this role.
- Maintain the worship and events calendar on the parish and CofE websites and ensure the websites are kept up to date.
- Manage the diary for the Church and Parish Centre and have responsibility for the Church to be open for visitors during office opening hours.
- Ensure Diocese requirements are met, including submitting returns for baptisms, weddings and funerals and ministry/attendance figures.
- Maintain filing for Health and Safety and ensure statutory inspections and reports are maintained on file.
- Liaise with Letting Agents and Church Wardens for rented property as required.
- Oversee and manage as needed letting of the Parish Centre and Church.

- Ensure insurance requirements are in place and relevant policy notices are displayed and filed, acting as the liaison point of contact with insurers.
- Maintain Petty cash and small expense re-imbursement and oversee all cash handling as part of a small team designated to handle incoming and outgoing finances.
- Manage a group of experienced volunteers within the Office.

*This list is not exclusive but covers the majority of the role.*

## **Person Specification**

### **Experience**

#### **Essential:-**

- Proven skills around managing and maintaining office systems.
- Proven experience in working in an office environment and managing, and working with a small team, mainly comprising volunteers.
- Proven experience in working with computerised systems, especially e-mail, Microsoft Office Suite and web based reporting systems.

#### **Desirable:-**

- Formal office administration/management qualifications.
- Reasonable level of experience in *working* with technology, in addition to e-mail/Microsoft Office:-
  - a high degree of familiarity with social media, updating websites
  - familiar with on-line database, reporting, recording and management systems
  - Either track record of introducing new office processes, ideally transitioning from manual to computerised processes, or demonstrate being comfortable with the requirement to drive the introduction of a new (proven) Church Management system and changing subsequent office processes as necessary.
- Desirable to have knowledge about the Church environment and the number of unique requirements that are associated with the Church.

### **Knowledge/Skills**

- Self-starter, shows initiative and willingness to learn about the existing job requirements with limited support.
- Good communicator (written and verbal) and strong interpersonal skills.
- Empathetic style of dealing with individuals (sometimes distressed) or teams of people.
- Good team worker with experience of managing small teams, ideally volunteers.
- High level of confidence with regard to dealing with technology.
- Punctual and reliable with a degree of flexibility sometimes required around working patterns.
- Thorough understanding of Office systems, procedures, processes and awareness of legal requirements around GDPR, Data security, Safeguarding.
- Comfortable working in a Church environment.