

Job Description and Person Specification

Job Description – Senior Office Administrator

Key information

- Salary £18,002 per annum
- 30 hours per week, 9am – 3pm, Monday to Friday
- Five weeks holiday entitlement
- Office based role

Purpose of the Role

To bring efficiency and creativity to the day-to-day organisation of church life, working as part of the operations team under the direction of the Operations Director. To oversee a welcoming office hub for the church's life and to be the first point of contact for all weekday visitors. Initially this role will be focused on Emmanuel Church but in the future there may be a requirement to support other Churches within the Resourcing Church partnership and other local parishes.

The successful applicant will be a practicing Christian, who regularly worships in a church within the Church of England or a Christian denomination in communion with the Church of England.

Responsibilities

- *To manage the church office as an effective hub for all church life, including Emmanuel's role as a Resourcing Church, both for church members and visitors.*
- *To represent the clergy and the church to all visitors as a first point of contact in dealing with visitors, telephone callers and web enquiries, and baptism/wedding/funeral enquiries.*
- *To handle the day-to-day work of letting of the buildings at a professional level.*
- *To build a team of admin volunteers as necessary, to organise rotas, provide holiday cover, etc. (Internal-facing team)*
- *To co-ordinate and manage volunteers and casual staff with regards to church services, internal and external events, weddings, funerals and bookings. (External-facing team)*
- *Building and maintaining Christian relationships with the congregation and community.*
- *To ensure that all church print media, such as notice sheets, letters, and service sheets, are created accurately each week, on schedule.*
- *To maintain the church management software (ChurchSuite – calendar, people, rotas), church records, paper filing, registers etc.*
- *To offer personal admin support to the Senior Leadership Team (Rector, Associate Rector, Curate and Operations Director) as necessary, such as arranging meetings & preparing meeting papers.*
- *To support the Operations Director in any other operations activities.*
- *To support the Finance team with banking, invoicing and record-keeping.*
- *To be a fully-involved member of the staff team, participating in and on occasion leading weekly staff prayers and on occasional Quiet/Away Days, and be fully committed to Emmanuel's 'Who What How Why' (see page 3 of this document)*
- *Co-ordinating administrative support to all ministries, including formatting and printing of programmes and leaflets.*
- *To monitor use and stock of office and church supplies, reordering and 'buying well' when necessary.*

Person Specification – Senior Office Administrator

Skills, Abilities & Personal Attributes

- *Good interpersonal skills with the ability to influence and persuade others. Calm under pressure, diplomatic and tactful.*
- *An understanding of the Church and its doctrine.*
- *Confident Christian witness able to offer prayerful support if required*
- *Reliability and discretion: the post-holder will often learn of confidential matters.*
- *A team player who understands the importance of working collaboratively.*
- *Self-motivated and able to work on own initiative, able to manage a busy workload, determining priorities, managing conflicting demands and meeting deadlines.*
- *Logical, systematic and organised in approach to work, but creative in ensuring that tasks are completed effectively and efficiently.*
- *Literate in Microsoft Office applications, and comfortable to explore systems capabilities to find the best way to complete a particular task.*
- *Excellent attention to detail, including grammar, punctuation, spelling and proof-reading.*
- *Pursues excellence while being mindful of what people and other resources are available.*
- *Has an enthusiastic, energetic and positive approach.*
- *Hospitable, friendly and approachable.*
- *Eager to learn new skills and committed to continued personal and professional development*
- *Displays humility and a servant-hearted attitude.*

Education, Qualifications and Experience

The job holder will be:

- *Educated to A-level or equivalent*

The jobholder must have/be:

- *Experience of a broad range of administrative tasks, ideally working as part of a team in a busy office with sustained experience.*
- *An occupational requirement exists for the post-holder to be a practising Christian in accordance with the Equality Act 2010.*
- *Emmanuel Loughborough is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.*

And ideally also:

- *Experience of church life as an active church member*
- *Experience of working in a church or charity would be beneficial*
- *First Aid qualification*
- *Full driving license*
- *Knowledge of QuickBooks or other accounting software*

Additional requirements

- *Flexibility of hours worked will be required to accommodate evening and weekend activities typical of a church environment.*
- *Disclosure and Barring Service - the post requires a DBS check to be carried out.*

Who What How Why (our vision and mission)

