

Job Profile

Position:	Administrator – some discussion around details of role at interview.
Reporting to:	Pete Clayton
Hours of Work:	16 hours per week over 3-4 days– discussion with candidate over proposed hours. Occasional evening and weekend work may be required (flexible working can be agreed through discussion)
Salary:	NJC Scale point 3 - 5 (£18,562 - £19,312 per annum, pro-rata, equates to £9.62 – 10.01per hour)
Based at:	ECHO building, St James Road, Torquay.
Annual Leave:	25 days pro rota + Bank Holidays.

General Nature:

To support the leadership team of Together Church by performing a range of administrative activities and responsibilities as part of the day to day operation of Together Church as an organisation.

The nature of this job requires a flexible approach to administrative duties, assisting staff and volunteers with a wide range of tasks, whilst being a warm, welcoming and emotionally-aware communicator with all who come into contact with Together Church. There will be a particular focus on supporting our work with children and young people administratively.

Specific Tasks:

1. Assist the Elders, staff and volunteers with administration related tasks as required.
2. Be the initial point of contact for anyone visiting the Together Church office and ensuring they are made welcome and comfortable.
3. Answering the office telephone, dealing with and routing calls or taking messages, as appropriate.
4. Handle incoming communications; acknowledging, replying, redistributing and disseminating as appropriate.
5. Send outgoing communication through ChurchSuite, social media accounts and the office email system.
6. Manage all bookings for Together Church offices at the ECHO building. Support the buildings manager in maintenance and upkeep of the ECHO building.
7. Support all ministry leaders with administrative support as able. Particularly work closely alongside the lead pastor and kids team to develop supporting resources for teaching series etc.
8. Actively engage in Staff prayer meetings on a weekly basis.
9. Actively support and engage with Church ministry, including supporting Sunday meetings.
10. Place orders for equipment and services, ensuring they are received and booked in.

11. Ensure all office equipment is maintained and in workable condition and supplies of stationery and materials is kept at good levels.
12. Maintain and file all documents and records appropriately, always adhering to the church's data protection policy.
13. Operate Photocopier to print, photocopy, cut, fold, staple etc as required.
14. Produce and distribute items needed for Together Church Sunday morning meetings; for example, weekly kids resource, welcome card etc.
15. Follow up all visitors to our Church (sending thank you letters and emails).
16. Operate our church information management system, ChurchSuite, to achieve the following:
 - a. Maintaining accurate and up to date information about Together Church members, regular attenders and Sunday visitors.
 - b. Management of calendar and resource bookings for Together Church events and groups.
 - c. Work with leaders to assist in the management of serving team rotas.
 - d. Weekly monitoring serving team rotas to identify and resolve gaps and clashes.
 - e. Manage all records relating to membership, baptisms, attendance etc.
 - f. Maintenance of process workflows, for example, DBS checks and new membership enquiries.
17. Assist with administration of all Together Church large events as required (including Connect Festival, outreach events, Christmas, etc.).
18. Liaise with relevant ministry team leaders as required and provide administrative support.
19. Where necessary, provide support for events (including preparations) at The ECHO building
20. Provide processing support for matters relating to safeguarding and data protection policies.
21. Maintain an active and growing spiritual life and embody the church vision statement; 'Together on a mission to know Jesus more and make Jesus known'

Other duties:

You are required to undertake such other duties appropriate to the grade and content of the work as may reasonably be required of the postholder. Therefore, the list of duties in this job profile should not be regarded as exclusive or exhaustive. Please note that, in consultation with the postholder, Together Church reserves the right to update this job profile to reflect changes in, or to, the post.

Diversity and Safeguarding:

Together Church is committed to promoting equality of opportunity, and to upholding its responsibility for the safety and safeguarding of all. Together Church is committed to eliminating any form of discrimination be it direct, indirect, harassment or victimisation, and to providing a safe environment for all. Together Church has a number of policies to support this. You should ensure that you are familiar and compliant with these as any breaches may lead to termination of employment.

Data Protection:

You will be responsible for ensuring that your workplace responsibilities are carried out in compliance with the requirements of the UK Data Protection Act 2018, especially concerning confidentiality, treatment of personal information and records management. Appropriate training and advice will be provided. Any breaches may lead to termination of employment.

Right to Work:

The current British and European Law states that Together Church cannot employ a person who does not have permission to live and work in the UK.

Principal Attributes and Person Specification

Essential requirements are those, without which, the candidate would not be able to do the job. It is expected that the post holder will have the knowledge and qualifications indicated, or equivalent qualifications and experience.

Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirement

	Essential	Desirable
Entitled to live and work the UK.	✓	
Representative of Together Church ethos and core values.	✓	
Good knowledge of and confidence in using Microsoft Word, Excel and PowerPoint.	✓	
Previous experience of working with databases and information management systems	✓	
Accurate keyboard skills for word processing and data entry.	✓	
Good knowledge of and confidence in using PhotoShop, Gimp, Photoshop elements or similar graphic design or DTP software.		✓
Have experience of other MS Office programs, together with an aptitude for new IT applications.		✓
Good interpersonal and communication skills, including a professional telephone manner.	✓	
Excellent written and verbal communication skills, including the ability to draft high quality responses to enquiries and queries.	✓	
High standards of customer service, with a helpful approach, demonstrating empathy to the needs of others and an ability to deal with the large and varied make up of the church.	✓	
Demonstrable organisational, administrative and general office skills, with the ability to meet tight deadlines whilst maintaining accuracy and attention to detail.	✓	
Ability to work with confidence and maintain integrity and confidentiality.	✓	
Problem-solver with a "can do" approach.	✓	
Fast learner, picks up most things first time.		✓

Can use own initiative, self starter and ability to work unsupervised.	✓	
Flexible and team player.	✓	
Diplomatic, discerning and able to handle confidential information.	✓	
Enthusiastic.	✓	
Personable, but prepared to stand ground when required.	✓	
	Essential	Desirable
Ability to keep calm and focussed in pressurised situations.	✓	
Experience of working in an administrative capacity.		✓
Experience of working in a church, Christian or charity environment.		✓
Good general education to A level or equivalent, with a high standard of literacy and numeracy.	✓	
Educated to University level.		✓
Willing to complete and obtain clearance for DBS Check at Enhanced level.		✓