

St John's East Dulwich PCC  
Job Description for Parish Administrator (Part-time), 2023

## Background

St John the Evangelist is a lively Church of England (Anglican) church at the Goose Green area of East Dulwich, whose parish boundary incorporates part of Peckham. The church is a grade II listed building, with an adjacent community centre, the Goose Green Centre, which incorporates the parish office.

St John's is part of the Inclusive Church network of churches and the congregation reflects the diverse nature of the local area. We hope to grow in faith and number, and serve our local community.

We are seeking a well-organised and diplomatic individual with excellent written and verbal communication skills to join us as our new Parish Administrator, working alongside staff, volunteers and community groups. We are looking for someone who can quickly prioritise and who has considerable initiative to ensure the church's activities run smoothly and support the flourishing of St John's Church.

The role is key to the life of St John's, enabling the effective and efficient running of the church as an organisation. The Parish Administrator is often the first point of contact for visitors and enquirers. Working primarily with the Vicar and Churchwardens, they provide administrative support, prepare materials for services and church events, manage the church diary and Goose Green Centre bookings and handle internal and external communications.

- Hours per week: 20-25 hours per week, usually Mon - Fri 9-2, but flexible and hybrid working available. Occasional local travel required. Time off in lieu of overtime.
- Salary: actual £15600 - £23400, (£27300 - £32720 pro rata). Statutory pension provision in a NEST account.
- Probationary period: Six months
- Annual leave: Statutory holidays (including bank holidays) of 25 days pro rata

## Support and conditions of service:

- Regular supervision, annual appraisal and professional development, subscription to a relevant professional body by agreement
- Office accommodation at St John's Church, with scope for flexible and hybrid working
- Training and a programme of induction
- Please note: this role does require the post holder to work alone for some periods of time
- Employees are eligible for an employee assistance programme

The post-holder will be required to demonstrate an understanding of and sympathy with the aims and ethos of the Church of England as embodied at St John's.

## Diversity, Equity and Inclusion

Everyone is welcome to apply for our roles, and we are determined to ensure that no applicant or employee receives less favourable treatment because of their age, belief, disability, gender identity, marital status, national origin, pregnancy or caring responsibilities, socio economic background, sex, sexual orientation, religion or race or any other legally protected status. We also recognise the importance of diversity of thought and other forms of neurocognitive variation.

## Flexible and agile working

Everyone's personal situation is different. To make the most out of hybrid working we are open to exploring different ways of working, which include (subject to role requirements):

- hybrid of office and home working (there will be an expectation to attend the office, as required)
- reducing or varying working hours
- reducing or varying the days worked
- working compressed hours, amending hours in/out of school term-time

## Duties

### General duties

- Support the Vicar with administrative tasks
- Respond to in-person, telephone and email enquiries in an courteous, effective and timely manner, either actioning if appropriate, or forwarding to another member of the team, in line with email communications guidance
- Maintain a well-ordered office, and efficient electronic and paper filing systems and well-ordered processes for administrative tasks. Ensure maintenance of office equipment and adequate supplies of stationary and office consumables
- To perform all other such tasks which from time to time may reasonably be asked by the clergy and church officers
- Be a church key holder and serve as an emergency contact for the premises

### Church admin and external communications

- Under the direction of the vicar or other clergy (as appropriate) prepare orders of service, notice sheets, readings etc for Sundays, and other special services, demonstrating a thorough approach to the accuracy and presentation of material in the required timeframes
- Prepare, publish and display weekly online mailings, event posters and publicity. Help to keep the website and noticeboards up to date.
- Process enquiries for baptisms, weddings, funerals and school references
- Support the clergy team as required with preparing the church building for special weekday services (such as school services or funerals)
- Maintain parish records, registers and data in line with GDPR policy, and assist the Churchwardens with statutory paperwork
- Deal confidentially with personal information and sensitive matters, being meticulous with the handling, filing and security of personal information

### Centre and church bookings

- Maintain the church and Goose Green Centre diaries, maintain a good filing system for booking records and hire agreements
- Process enquiries for hall and church hire requests, according to PCC policies and guidance
- To work in conjunction with the staff team and under the direction of the PCC to maintain a well-balanced portfolio of centre users that provides space for local community groups/activities and generates some income
- To maintain good relationships with centre hirers including managing enquiries / dealing with concerns. To work with the staff team to manage problems or conflicts relating to centre users
- To support the administration associated with onboarding new centre hirers; ensuring safeguarding and health and safety duties are met and providing an induction to familiarise new hirers with the building as necessary

## Finance

- To raise invoices for church and centre hire, receive payments, and follow up non-payment
- To share information relating to church and centre finances required by the Church Treasurer in a timely manner
- Maintain a robust filing system for collation, storage and sharing invoices for payment, cash funds received, and invoices raised to centre hirers

## Premises

- In conjunction with the church wardens support the effective, efficient and safe functioning of the building, identifying and raising any safety and access concerns in line with the health and safety policy and highlighting building issues requiring repair
- Organise gas and electrical safety certificates and other mandatory checks within the required timeframes, keeping accurate records of these actions
- Support regular building maintenance tasks in line with the building maintenance plan, such as ensuring clear access to fire exits and arranging gutter cleaning
- Liaise with and support access for contractors
- Oversee the general cleanliness of the building and work with the caretaker/cleaner to ensure cleaning tasks are appropriately prioritised. Liaise with the caretaker/cleaner and organise adequate supplies of cleaning materials
- To ensure that the caretaker/cleaner's work schedule fits with the patterns of church and centre users and where necessary, work with line manager to arrange cover when the caretaker/cleaner is on leave

## Governance

The post-holder, after relevant training, will be expected to carry out all duties in accordance with PCC policies.

- To uphold confidentiality agreement and ensure records and identifiable information is stored securely
- To be compliant with GDPR legislation in the collection and storage of personal data
- To undertake Church of England Safeguarding training and follow the "Safer Church" safeguarding policy at all times. This post is subject to a basic DBS check.
- To be aware of and act in accordance with other policies such as the financial controls policy, health and safety and lone-working policies

Person Specification:

Essential	Desirable
Excellent interpersonal skills: polite, diplomatic and approachable manner, able to work well with colleagues as part of a staff team	Experience of working successfully in a people-facing role
Trustworthy and able to exercise appropriate discretion. Must be comfortable working within appropriate confidential boundaries with sensitivity and compassion, in accordance with Parish Safeguarding Policy, confidentiality agreement, and Code of Safer Working Practice.	Experience of handling confidential information, experience of GDPR and Safeguarding practices, experience of working in a public-facing role
Strong organisational, time and task management skills	Experience of working in an administrative role
Strong IT skills, proficient with MS Word, efficient with email communications, strong willingness and ability to learn new IT skills. Experience of or ability to learn Mailchimp, Dropbox and Sage.	Some experience of, or ability to learn Excel, Publisher, Wordpress, other admin packages as required
Excellent written and verbal communication skills, and a good level of numeracy	
Able to use own initiative, have enthusiasm and be eager to learn, willingness to be flexible and able to work alone and unsupervised	Ability to remain calm under pressure, or when encountering distressed people or difficult behaviour
Demonstrate an understanding of and sympathy with the life and ethos of the Church of England as embodied at St John's	Experience of the life of a parish church

