

ST MARY'S, LUTON
JOB DESCRIPTION: Administrator
20 hrs/week over 5 days

£22,500 FTE i.e. £11.54/hr or pro rata £12,000 per annum



St Mary's Church

St Mary's is a vibrant Anglican Church located in the centre of Luton. We are a charismatic evangelical church worshipping in a beautiful building in the centre of Luton. Our people tend to be from Luton with a heart for God and for Luton. Our strapline is: "Many nations - loving God, loving Luton following Christ".

We are here to

- Seek God's kingdom and his presence
- Grow community and the church
- Be a reconciling presence in Luton

And we try to live this out!

Purpose of Administrator role:

- To work alongside the Senior Administrator to develop hiring of the church premises to maximise income for the church and to provide hirers with an excellent service.
- To assist the Senior Administrator in providing high quality administration which, as part of the wider staff team, helps to enable the whole church to fulfil its vision.
- To provide a friendly point of contact for enquiries to the church, whether in person, by phone or by email

Links to other people

The Administrator will be line managed by and report to the Senior Administrator.

The Administrator will also work closely with the wider staff and clergy team, the Church Wardens, the church hirings team and the Treasurer. This will include regular staff meetings. This is a public facing role.

Detailed breakdown of responsibilities.

1. Develop the hiring of the church and other rooms.

St Marys church is pleased to be able to use the church building and extensions as a resource for the local community. The income from the use of the building provides a significant part of the funding of the activities of the church community as well as contributing to the upkeep of the magnificent Grade 1 listed building.

The Administrator will work alongside the Senior Administrator to:

- Advertise and promote the facilities at St Mary's church for hiring by external organisations and individuals.
- Maintain the relevant pages on the church website.
- Receive and respond to enquiries from potential hirers whether by email, phone, via the website or in person.

- Maintain a professional, welcoming, and pleasant approach to enquiries.
- Maintain the church hirings diary with great care. Coordinate with the staff team and wider church diary as necessary.
- Meet potential hirers to showcase the facilities. Ensure that hirers requirements can be met and that they receive an excellent service.
- Administer the hiring agreement, invoicing and tracking of payments.
- Arrange access for hirers. This may often be by issuing an entry fob, or ensuring an appropriate person will meet the hirer. This may be the Administrator on occasion.
- Develop and support a small team of volunteers, designated staff or casual staff to support the opening and locking of the building as needed to facilitate hirings.
- The security of the building is an important consideration for all hirings.
- Occasionally set up tables, chairs and light equipment for hirings
- Liaise with the Hirings group who advise and oversee this aspect of church life.

2. Assist Senior Administrator to provide high quality administration.

To be trained and to understand the processes and running of the church office, with particular responsibility for:

To provide service support for Sunday Church Services

- To prepare screens and tech uploads for services
- To manage communications
 - to upload events, notifications to the website / A Church Near You / Facebook
 - to write the weekly email update
 - take phone calls, messages or respond to email
- To enable rotas
 - to work with the Senior Administrator on creating, updating and managing rotas for the weekly services
 - to communicate with volunteers about rotas
- To manage church events and data using ChurchSuite
- To assist the Senior Administrator with maintaining and updating various logs e.g. training (including safeguarding training); key fob; DBS;
- To assist the Senior Administrator with finance admin, using Expense Plus
- To assist the Senior Administrator with licence administration
- To assist the Senior Administrator with the implementation of health and safety throughout the building
- To cover the Senior Administrator during absences or sickness

To assist with statutory Church of England requirements.

- To maintain and update the service register
- To maintain and update the CCLI log
- To update the Parochial Returns log
- To log missions stats
- To maintain and update the Electoral Roll
- To work with the PCC Secretary to facilitate the APCM

This list is not exhaustive and occasionally other responsibilities may be required or some may be omitted, in discussion with the Senior Administrator.

3. Friendly Point of Contact

- a. As part of the church office team ensure that all visitors receive a warm welcome, whether in person, by phone, by email or via the website.
- b. Provide a straightforward “way in” for information and advice.
- c. Ensure people are dealt with politely and efficiently. Within this, handle all enquiries and messages, passing on information as necessary.
- d. Be prepared for, and be able to handle appropriately, the unplanned events and people that are a part of a town centre church.

Exclusions – you are not responsible for the counselling needs of visitors to the church office but are to liaise with the clergy and pastoral team to arrange appropriate care.

Location and places of work:

St Mary’s Church Office is in an extension to the historic St Mary’s church building. There are several offices, a meeting room, kitchen, and hall that form the extension complex.

Most work would be based in the office and church building. Occasional days working at home could be negotiated. Presence in the church office is required on days that the office is open for visitors.

Currently this is on Monday, Wednesday, and Thursday.

Some flexible working of hours may be required to support a hiring. This would be arranged in discussion with the Senior Administrator.

This role has a Genuine Occupational Requirement for the post-holder to be a Christian.

Person Profile:

	Essential	Desirable
a. Qualifications	• a good all-round education to GCSE and A level, showing strength in English and Maths • right to work in the UK	• occupational qualifications or attendance of training e.g. Health and Safety, safeguarding, GDPR etc
b. Experience	Someone with experience of: • working with the public, either in a customer care role or other equivalent setting (e.g. teaching or healthcare) • holding an administrative role • administrative systems in an office environment	• working in a church setting • working in marketing or equivalent
c. Skills and knowledge	Someone who: • is proficient in the use of standard office software and systems (eg Word, Excel, email) & is happy and able to learn other systems • understands the principles of confidentiality and is able to	Someone who has knowledge of • Church of England structures and organisation • Use of Church Suite • Use of Expense Plus • Updating websites

	maintain confidentiality and discretion at all times. • communicates well in English both in writing and verbally. • has an eye for detail	• Health and Safety guidance and procedures
d. Christian character	Someone who is: • on their own journey in the Christian faith • willing to affirm the vision and ethos of St Mary's Church	• a good ambassador for the Christian faith and the churches values to all visitors to the church office • happy to worship and pray for the ministry of the church and the office team
e. Personal Qualities	Someone who can show: • ability to work relationally • ability to work well on their own as well as evidence of being a team player, seeking to serve the whole group. • high levels of initiative • a creative approach to problem solving • flexible and accommodating of change • commitment to undertake appropriate training as necessary • reliability in meeting commitments and handling cash. • capable of setting up and moving light equipment.	• ability to cope with a busy office • flexibility in working hours • the ability to manage and cope with change and the unpredictable

Terms and Conditions –

Employer	St Mary's PCC
Hours worked:	20 hrs per week to be worked over 4 -5 days, with occasional planned flexible working
Salary:	£12,000 pa (ie £11.54/hr or £22,500 full time equivalent)
Pension:	Auto-enrolment; employer's contribution 4%, employee's contribution 4%
Workplace:	St Mary's Church Office, Luton
Holidays:	5 weeks (pro rata) to include the days of office closure between Christmas and New Year, plus Statutory Bank Holidays.
Probation period:	First 3 months
Notice period:	1 month
Reviews:	Developmental reviews at 3, 6 and 12 months, annually thereafter

This role is subject to an enhanced DBS check.