

Operations Administrator

Job Description and Person Specification

Position:	Operations Administrator
Purpose of Role:	To support the Rector, staff team and Church Wardens in the smooth running of the Reading Gateway Parish in order that, together with our church members and other local churches and agencies, we may make a transforming difference in the Whitley and South Reading Area.
Accountable to:	The Rector and the Operations Manager
Employer:	The PCC of the Parish of Reading Gateway
Relationships:	Rector, Operations Manager, Ministry Team, Church Wardens, Treasurer, PCC Secretary, PCC members, Church members and users of the Church and Hall premises, volunteer leaders, other church leaders, diocese and deanery officials, children and their parents / carers, Parish Safeguarding Officer, Health and Safety Officer, voluntary organisations, and members of the public.
Main Area of Responsibilities:	The administrative and operational running of the church.
Responsibility:	Primarily to have a regular daily presence on site, to support the Operations Manager and to be a link and coordinator between staff, volunteers, members of the congregation and hall hirers. As with all operational and administrative management roles, we expect that this role will change and develop as the church grows in its mission and according to the individual skills and experience of the successful candidate.
Key Responsibilities:	Generally, assist the Operations Manager in the Operational and Administrative functions of the Church. Coordinate and supervise the 'Volunteer Assistant: Operations'. Liaise with the Safeguarding Officer.
Specific Operations' Duties:	1. Ensure that appropriate administrative and operational policies and procedures are maintained, particularly those for Health & Safety, DBS, GDPR. Assist the Operations Manager to ensure they are communicated as needed across the church, together with the administration and recording of required training and clearances. 2. Oversee the cost-effectiveness of supplier contracts and interact with suppliers, including utility services, IT specialists and maintenance contracts. 3. Support the Operations Manager regarding emerging problems related to hall hire and supplier and maintenance contracts.

4. Support the Operations Manager in continuously adapting and improving processes and procedures to enable the smooth administration and functioning of the church in a changing environment.
5. Maintain agreed levels of service (for facilities, hospitality, security, cleaning etc) for the different users of the church buildings.
6. Support church groups in their operational needs and be a first point of contact for resolving operational issues.
7. Working with the Ministry Team, ensure the organisation of resources and equipment for all church events and services. This includes Sunday and other services, meetings, courses, 'Kids' and other developing ministries.

Specific Administrative Duties:

1. Administrative support for the Staff Team and Church Wardens
2. Administration and organisation of Life Events within the parish
3. Parish Administration (possibly shared with other parish volunteers)
4. Reception duties in church office: greeting visitors, receiving phone calls
5. Liaising with funeral directors, parents of Baptisms, wedding couples
6. Preparation of parish weekly information sheet, circulation to mailing list
7. Preparation of various notices to update notice boards across the 3 sites of RGC
8. Print papers for services and meetings as required
9. Order office and church supplies
10. Liaison with utility companies and other service providers
11. Record (with a second person), then bank, Parish cash income
12. Maintenance of Parish Diary on ChurchSuite including ad hoc invoicing
13. Carry out role of Electoral Roll Officer
14. Hall Hire Bookings Officer
15. Supervision of RGC Cleaners, completing their timesheets onto the system.
16. Complete quarterly Parish Returns for the Diocese of Oxford
17. Paying out of Petty Cash and keeping a record
18. Follow up annually Life Events with communications via email and post.
19. Maintaining Key and security Fob Register
20. Liaise with contractors on issues of maintenance keeping a log of work required.

Specific HR Management Duties:

1. Ensure safe recruitment processes are in place for all paid and volunteer team members.
2. Ensure all HR policies are up-to-date and followed. Instigate the development of additional policies, as appropriate.
3. Oversee and maintain some confidential staff records.
4. Maintenance of staff leave records

5. Maintenance of training records
6. Liaise with the Safeguarding Office on DBS administration: Issue DBS links to new staff and volunteers, verify DBS check documentation, update DBS log

Working Conditions:

Contract Type: Permanent contract, following satisfactory completion of a probationary period of 6 months and a full review at this point.

Hours of work: 20 hours/week, preferably worked on each weekday, but flexibility possible. Based at St Agnes Church, 292 Northumberland Avenue, Reading RG2 8DE.

Salary: £15.50/h.

Pension: Eligible employees will be automatically enrolled into the church's workplace pension scheme in accordance with the Pensions Act 2008.

Expenses: We will pay legitimate expenses.

Paid Holiday Leave: 20 days, pro rata. Statutory bank and public holidays are in addition to this leave.

Note:

The main duties and responsibilities of the post outlined in this job description are not exhaustive; flexibility, shared accountability and team working are required. The post-holder is expected to carry out any other related duties and reasonable instructions.

It is the practice of RGC to review job descriptions periodically to ensure that they relate to the role as then being performed or to incorporate whatever reasonable changes that have occurred over time or are being proposed. This review will be carried out by the line manager in consultation with the post-holder before any changes are implemented. The post-holder is expected to participate fully in such discussions and implementation.

Date of Annual Review is the anniversary of appointment.

Person Specification		
	Essential	Desirable
Knowledge	Competent knowledge of secretarial work and administration	- Understanding and awareness of Church structures and legal requirements - Operations Management
Experience	- Experience in secretarial and general administration (ideally three years) /or a demonstrable ability to gain the level of skill quickly. - Community development and liaison - HR recruitment and administration	- Experience of Xero or equivalent accounting packages - Experience of working in a church environment - Supervisory experience
Skills	- Good organisational skills and ability to multi-task - Confidentiality and ability to handle sensitive information - Good written and verbal communication skills - Flexibility towards managing priorities and work generally - Ability to maintain accuracy in a sometimes-high-volume environment - Ability to work on own initiative with minimum supervision - IT skills including proficient use of word processing, spreadsheets, PowerPoint, desktop publishing, use of internet applications - Full UK driving licence and access to a car.	- Able to give and receive feedback - Experience of ChurchSuite Management Programme
Personal	- A pragmatic and 'can do' attitude, along with energy and enthusiasm. - Personal effectiveness and a proactive approach to work - Good telephone manner - Good face to face interpersonal skills - A good team player - Understanding of and empathy for the work of the Church of England as well as ability to subscribe to RGC's Christian ethos and values	- A committed Christian - Ability to give and receive feedback - Engagement with the life of the Church