Operations Co-ordinator

St Andrew's Church, Histon

Job title: Operations Co-ordinator
Reports to: Director of Operations
Hours: Min. 22 hours per week
Salary: £28,000-£30,500 FTE, depending on experience
Contract: Permanent, subject to successful probation

Purpose of the role

To co-ordinate and deliver administrative and operational support for St Andrew's Church, helping to ensure that worship, services, events and bookings are well organised, communications are effective, and records and systems are maintained accurately.
Working closely with the Director of Operations, clergy, staff, volunteers and Centre hirers, the postholder will contribute to the smooth running of the church and its activities, enabling St Andrew's to serve its congregation and wider community.

Key responsibilities

Church Administration and co-ordination

- Prepare service sheets and co-ordinate practical arrangements and last-minute requirements for services.
- Maintain and co-ordinate service and volunteer rotas.
- Respond to telephone, email and in-person enquiries, directing queries to the appropriate person where necessary.
- Maintain church records, contact databases, correspondence, filing and archives.
- Record cash and cheque banking information and maintain associated administrative records.
- Use and maintain church administration systems, including ChurchSuite.
- Provide administrative support for safeguarding arrangements, including maintaining records relating to DBS checks and training, working with the Parish Safeguarding Officer and other designated personnel.
- Provide general administrative support to the Director of Operations and wider staff team as required.
- Undertake general administrative tasks to support the work of the church.

Saint Andrew's Centre and Bookings

- Management of all bookings and enquiries for the Saint Andrew's Centre, including booking arrangements, agreements, invoices and associated records.
- Maintain booking information and records using the relevant systems, including ChurchSuite.
- Co-ordinate bookings and administrative arrangements for the Stable Room and Impington Church Hall.
- Communicate with hirers and users to help ensure that bookings run smoothly and relevant information is shared.

Worship, services and church life

- Provide administrative and practical support to clergy in relation to regular worship and services.
- Assist with the administration of baptisms, weddings and funerals.
- Support the organisation of one-off services, church events and activities.
- Ensure relevant information is gathered and communicated in good time.

- Respond flexibly to changing requirements and priorities.

Communications and publicity

- Prepare and co-ordinate weekly church notices and other regular communications.
- Gather information from ministry and activity leaders to support clear and timely communication.
- Prepare publicity and information for church activities and events.
- Maintain relevant website content and information on platforms such as A Church Near You, as required.
- Co-ordinate correspondence, mailings and other communications.

Teamwork and general responsibilities

- Support the Director of Operations and wider staff team with administrative and operational tasks contributing to effective co-ordination.
- Work collaboratively with clergy, staff, volunteers, congregation members and external users, responding flexibly to changing priorities.
- Help to create a welcoming and caring environment in the church office, responding sensitively and appropriately to those seeking pastoral support, signposting or referring to clergy or the appropriate member of the pastoral team where needed.
- Follow church policies and procedures, including those relating to safeguarding, data protection, confidentiality, health and safety, and financial administration.
- Undertake other relevant duties as agreed with the Director of Operations.

Church Life and Christian Mission

- Attend regular staff meetings, which include Christian worship, prayer and Bible teaching.
- Contribute positively to the shared life and work of St Andrew's Church.
- Uphold the church's Christian ethos, values and mission, and to work constructively with clergy, staff and volunteers in furthering its ministry and service to the wider community.

Opportunities for role development

The Operations Co-ordinator role is initially offered at 0.6 FTE. However, there may be an opportunity to increase the hours to 0.8 or 1.0 FTE for a candidate with additional skills and experience that could support the wider work of St Andrew's.

Depending on the candidate's strengths and the needs of the church, this could include:

- **Website management:** helping to maintain and develop the church website, including contributing to the introduction of a new website and ensuring content remains relevant and up to date.
- **Social media:** developing and managing the church's social media presence.
- **Design and printed communications:** producing and co-ordinating printed publicity, promotional materials and other communications.
- **Communications strategy:** contributing to the development and delivery of a wider communications and publicity strategy.
- **Centre marketing:** helping to raise the profile of the Saint Andrew's Centre and promote its facilities, activities and opportunities for hire.
- **Sunday support:** providing occasional or regular administrative and practical support for Sunday services.

These areas would be shaped around the successful candidate's skills, experience and interests, and the priorities of the church. They are not essential requirements of the core 22hr/ week role.

Hours and flexible working

We are open to discussing flexible working arrangements, including:

- Hours which allow for variations in working patterns during the year, including school holidays.
- Job sharing, with applications from individuals interested in sharing the role welcome.
- Alternative working patterns, where these can meet the needs of the role and the church.

Any arrangements would be agreed in discussion with the successful candidate, taking account of the needs of the role and the church.

Person Specification

Essential criteria

The successful candidate will demonstrate:

- **Organisation and prioritisation:** Strong organisational skills, attention to detail and the ability to manage competing priorities and meet deadlines.
- **Communication and customer service:** Clear written and verbal communication skills and a friendly, professional approach to a wide range of people.
- **IT skills:** Good general IT skills and confidence using digital systems, databases and standard office software.
- **Initiative and teamwork:** the ability to work independently, use initiative, solve routine problems and collaborate effectively with others.
- **Confidentiality and judgement:** the ability to handle sensitive information responsibly and follow safeguarding, data protection and other established procedures.
- **Pastoral awareness:** A warm, approachable and compassionate manner, with good listening skills and an understanding of appropriate boundaries.
- **Christian ethos:** An ability to understand, respect and support the Christian ethos, values and mission of St Andrew’s.

Desirable criteria

- Experience in an administrative, office or operational support role.
- Experience of customer service, bookings, rotas, events or scheduling.
- Experience of co-ordinating rotas, events, bookings or schedules.
- Experience of invoicing or other routine financial administration.
- Experience of maintaining websites, social media databases or digital communications.
- Familiarity with ChurchSuite or similar administrative systems.
- Experience of working or volunteering in a church, charity or community organisation.
- An understanding of the Church of England and the work of a local parish.

This job description outlines the main responsibilities of the role. It is not intended to be exhaustive, and duties may be reviewed and adjusted in discussion with the postholder to reflect the needs and priorities of St Andrew’s.