

Job Description

Job Title: Church Centre Administrator

Employed by: Tunbridge Wells Baptist Church

Responsible to: Senior Pastor: Duncan Threshie

Place of Work: TWBC, 12 Upper Grosvenor Road

Hours: Up to 24 hours per week including 9.00- 13.00 Monday to Thursday and 9.00 – 16.00 Friday

TWBC Vision: To be part of God's transforming work in our community.

Role purpose: As part of the Staff team and working closely with the pastors, to provide excellent administration and communication skills to ensure that our church centre in Upper Grosvenor Road operates effectively and safely with the activities that take place and effectively communicating both internally and externally using different media platforms.

Primary Responsibilities

1. The day to day efficient and safe running of the Church Centre
2. The administration, logistics and appropriate people in place for activities and events the Administrator has responsibility for
3. Overseeing postal and electronic mail, deliveries, telephone and visitors to the centre.
4. Effective integrated quality church communication and publicity

I) Administration

Overseeing, managing, coordinating and implementing the administration of the Church Centre.

1. Develop systems and oversee their implementation to ensure a well-run church office which works within the vision, value, vehicles and policies used by the church
2. Responsible for the ongoing implementation of the church management system/database (currently church suite and SharePoint) and its effective use by staff and volunteers, ensuring the appropriate integration of new people into our systems.
3. Keep the church prayer directory up to date and provide statistics and other information as required.
4. Ensure heating is set appropriately for the relevant rooms being used in the building
5. Report any issues with regards to the fabric of the building to the premises coordinator
6. Keep Updated risk assessment forms for church groups in the office.
7. Weekly test of the fire alarm
8. Order stationary, first aid, communion elements, refreshments and other supplies as required.
9. Manage external visitors to the building for such things as organ servicing, fire extinguisher testing, removal of sanitation waste, computer and photocopier servicing etc....
10. Oversee the cleaner's work and liaise with the Premises Coordinator.

11. Keep the photocopier in working order and provide assistance as required – bill and collect money for non-church usage

A. Church diary, booking and events.

1. Manage and keep up to date the church Centre bookings diary made accessible to the leadership and staff. Produce a weekly schedule of events, easily accessible for all to be seen at the Centre.
2. Oversee, manage and keep up to date the church calendar made accessible to all Leaders and church family.
3. Manage all church room bookings, both internal and external, including invoicing and receipt of money for bookings when applicable.
4. Develop online bookings (and payment when applicable) for church events.
5. The operational aspects of agreed church events, activities and services taking place in the church building. In consultation with the Pastors, ensure that all events and activities in the building are well planned with resources (including appropriate personnel and equipment) in place to ensure their successful delivery.
6. Ensure Church policies related to events and services taking place in the church building are implemented by all those using the building.
7. For weddings and funerals and agreed other occasional events at TWBC, in liaison with the Pastors, to ensure they run smoothly with appropriate people in place. Communicate with relevant personnel and prepare order of service when required.
8. Coordinate practical arrangements for church meetings at TWBC in liaison with the Pastors and the Church Secretary.
9. Coordinate seasonal activities and conferences as required.
10. Liaise with the cleaner regarding any specific cleaning requirements before and after an event.

B. Sundays

1. Check that the church and sanctuary is ready for Sunday morning.
2. Produce notices and any other PowerPoints or visuals for Sunday services.
3. Send our order of services to those praying and reading in the service.
4. Ordering supplies and organising people to prepare communion on the day.
5. Coordinate and implement practical arrangements for communion, dedications, baptisms and welcoming of new members.

C. Point of contact during office hours at the Church Centre

1. Representing the church to those visiting, phoning, in writing/texting into the church office.
2. Liaising and connecting with visitors and church family when coming to the church Centre when not carried out by others.
3. Act as the main point of contact for telephone, email, postal, social media and in person enquiries.

D. General

1. Work closely with the Pastors to help the implementation of plans and pathways for the church related activities and events in the church building.

2. Identify, design, and implement new systems and processes to help improve efficiency and help the church achieve its vision across all operational areas.
3. Participate in Deacons meetings to ensure there is good linked up and integrated thinking with the Deacons and implementing applicable decisions.
4. Operational and administrative support for Senior Pastor leading the church into the vision, priorities, and passion of the church to be and make disciples, seeking God's Kingdom to grow in the lives of members and friends and in justice and in quality of life through teaching, discipling and training pathways, including courses as well as activities and events.
5. Establish and maintain professional and positive working relationships with all internal and external stakeholders. This includes the Pastors, Leadership, members of the church family, Missional Community leaders, and those using/hiring church premises,
6. Taking minutes at Deacons, Leadership and church meeting when requested.
7. Perform other duties as required for the successful running of the church.

II) Communications and Social Media

Facilitate excellent communications both internally and externally, ensuring that there is good engagement and presence on different social media platforms.

1. Developing and implementing good communications, publicity materials and advertising within the church family and friends and the Tunbridge Wells Community when applicable.
2. Ensure the Audio-Visual equipment is working for Sunday services and events.
3. Taking responsibility for the Church website design, content and maintenance (Facebook, Instagram & other specific platforms).
4. Prepare promotional materials for services either hardcopy or for use by the AV team
5. Organise and produce publicity for events, courses and conferences as required.
6. Draft and send out the weekly Friday email to the church family that provides information about the weekend services and includes other notices and events.
7. Maintain appropriate email contact groups for use in Mail chimp e.g., small group leaders, leadership team, church members and family.
8. Ensure that the notice screens in the sanctuary and the front entrance are kept on for Sunday Services and updated weekly.

Anticipated Outcomes

1. Smooth running administrative office and admin function related to the church Centre and church activities.
2. Courses, activities, events, and services are increasingly well planned, coordinated, and advertised.
3. Assist in quicker and smoother integration of new people into the church, through improved pathways, empowering new people to belong and become active in the church.
4. Greater engagement from volunteers to enable the activities and events run by and for the church family and friends. Growing one's own team of volunteers.
5. Greater ownership and care by members and hirers when using the building and taking more responsibility for gaining access for their respective activities.

6. Lesser involvement by the Pastors in the day-to-day operations at the church Centre.
7. Improved internal and external communications and advertising.
8. Increase in number of people engaging with TWBC social media inside the church and the Tunbridge Wells Community.
9. Those connecting with church during the office hours either in person or correspondence feel welcomed and understood. For their request, appropriate action is carried out efficiently and communicated, having appropriate boundaries when needed.