

The Parish of Whitehaven

Role Description for Parish Administrator

Post title: Parish Administrator

Employer: The Parish of Whitehaven PCC (Parochial Church Council)

Line manager: The Rector

Hours: 14 hours per week

Work base: Parish Office, St Nicholas' Centre, Lowther Street, Whitehaven or other Parish premises

Last updated: October 2021

Purpose of appointment

The Parish Administrator will assist with, facilitate, and enhance the ongoing administrative operations of the parish, in close co-operation with the Rector and the wider leadership team. He or she will also provide key support to the clergy in parish responsibilities. As a faith-based organisation and place of Christian worship, our beliefs are foundational to everything we do. The post-holder should have sympathy with and an understanding of the ethos of the Church of England and will be expected to work actively to support our ministry and vision.

In line with that vision, as well as providing effective administration, the post-holder will be expected to be a key interface between the church and the wider community, from answering the phone and greeting people who visit the office, welcoming all, and better enabling us to serve our parish.

This position requires a high degree of professionalism and the ability to work in a busy and variable environment, where multi-tasking, sound decision making, a proactive approach, and discretion are essential. Equally the post-holder will need confident and proven organisational, financial, communication and interpersonal skills, with the ability to work well with others in a team environment.

Main responsibilities

Administrative Support

- Provide Administrative support to the Rector, the PCC, and other working groups of the church as required.
- Order supplies to support church ministry including stationery and office equipment.
- Produce publications for use within the church, e.g. weekly order of service and notice sheet, service booklets, publicity for events, etc.
- To produce external publicity, e.g. posters and fliers, for seasonal and occasional events.
- Advise the PCC or the relevant PCC team on matters relating to furniture, administrative resources, and office equipment.
- Liaise with PCC Treasurer on finances of the Parish Office.

- Provide administrative support for purchase of furniture, administrative resources, and office equipment.
- Provide administrative support to the Rector/PCC on safeguarding requirements.

Administrative Support for Worship

- Provide administrative assistance to the Rector and worship teams as required.
- Ensure the accurate production of orders of service and service sheets for each act of worship as required, including e-mailing details to participants, photocopying, stapling and folding etc.

Parish Communications

- Manage all parish correspondence, including post and e-mail.
- Assist and facilitate the production of parish publications including newsletters, flyers, welcome literature and church information.
- Ensure that internal notice boards are kept tidy and up to date.
- Co-ordinate occasional parish mailings, both paper and electronic.
- Co-ordinate production of the parish's Annual Report in preparation for the Annual Parochial Church Meeting.
- Provide input to the Webmaster to ensure that the parish website is kept up to date.
- Act as first point of contact for all enquiries whether in person, or by phone, post, and e-mail etc; ensuring they are dealt with politely and professionally and followed up by appropriate action.
- Provide administrative support to the Rector for all matters relating to baptisms, and weddings, including dealing with enquiries, passing details to other parish contacts as necessary, registers, certificates, materials, and payments.

Office Management

- Develop and implement administrative systems, such as record keeping, invoices and filing management systems, with the aim of improving the effective running of the Parish Office.
- Deal with statutory documents, including returns, registers, certificates and applications; and ensuring that church records are kept up to date (e.g. parish register, register of baptisms)
- Oversee the maintenance of equipment in the Parish Office and comply with any maintenance and service contracts held by the parish.
- Arrange for the purchase of office equipment including obtaining approval from the finance team where required.
- Ensure an organised, safe and clean working environment within the office.
- Review and implement procedures to ensure safe, efficient and effective office operation
- Manage the storage and security of keys and maintain accurate records of all key holders.

Any other administrative or financial tasks not covered by the above as requested by the Rector.

Person Profile

The Parish Administrator must be able to maintain strict confidentiality. He/she must be honest and trustworthy, possess cultural awareness and sensitivity, be flexible, demonstrate sound work ethics, and be very supportive of the Church values. He or she must be able to cope with a demanding and dynamic working environment.

Personal skills and experience:

The Parish Administrator must have;

- Excellent interpersonal communication skills – written and oral
- Strong attention to detail
- General office and office administration skills
- Basic ledger bookkeeping skills
- Confident IT skills
- Competence in Microsoft Excel spreadsheets including simple formulas
- Strong prioritisation skills and ability to manage workload
- Excellent organisational and time management skills
- Ability to work flexibly
- Demonstrate good team working and management skills
- Confidence, initiative and resilience
- Problem solving ability
- Careful listener
- Ability to respect matters of confidentiality, sensitivity and compassion
- Ability to handle criticism constructively
- Ability to make decisions and take initiative
- Motivated to deliver high quality output
- Ability to manage the unexpected
- Enjoy learning and growing in expertise