



**Role**  
Description

# Church Operations & Office Coordinator

## Job Purpose:

The Church Operations & Office Coordinator is an essential role at St Mark's, aiming to ensure the smooth operation of Church life by providing organisational and administrative support to the mission of the Church, as well as its events and services.

This includes:

- 1) Working alongside the Vicar and Associate Minister to help manage the more practical aspects of Church, streamlining processes and encouraging shared accountability across the Church.
- 2) Being a representative and face for the Church within the congregation, and a proactive member of the Staff Team.
- 3) Coordinating and fulfilling all office and administrative tasks that are needed to ensure the release of clergy and ministry leaders into the community.
- 4) Ensuring the input and reconciliation of our bank account into the financial software.

## Job Requirements and Benefits:

<b>Role title</b>	Church Operations & Office Coordinator
<b>Location</b>	St Mark's Haydock, West End Road, Haydock, WA11 0AX
<b>Timings</b>	28 Hours per week:  Monday, Tuesday, Wednesday & Thursday – (10am – 2pm need to be in the Office) leaving 1 hour for Sunday after church. Other hours worked in agreement with your Line Manager.
<b>Contract</b>	Permanent Contract
<b>Salary</b>	The wage will reflect relevant experience  Minimum Real Living Wage (currently £12 an hour, £17,472 per annum)  Maximum 15% above Real Living Wage including line management responsibilities currently (£20,092)
<b>Holidays</b>	190 hours (including hours for bank holidays)
<b>Notice Period</b>	4 weeks

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<b>DBS</b>	DBS Check Required
<b>Church Membership</b>	Ideally becoming or currently a worshipping Member of St Mark's, Haydock
<b>Location</b>	St Mark's Church Offices, Church and Centre
<b>Other Benefits</b>	The Employer will be responsible for normal deductions for PAYE/NI contributions. A pension scheme is available

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## Key Attributes

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- A passionate disciple of Jesus.
- A longing to serve, help and make a difference.
- Self-motivated and organised.
- The ability to prioritise competing demands on your time, combined with a flexible positive attitude to meet the changing demands of the role.
- The ability to work under pressure to meet deadlines.
- Strong interpersonal skills with the ability to respond tactfully, diplomatically, and sensitively to local needs.
- A team player who is able to see what needs to be done and has the initiative and tenacity to implement as appropriate.
- Strong IT/word processing skills and high standard of administrative ability with proficiency in Microsoft packages and Google Suite.
- Good communication skills
- The postholder will have high standards, be keen to see important but routine tasks done well and understand the part they play in ensuring the delivery of the work of St Marks
- Excellent grasp of English literacy with a high standard of proof reading
- St Mark's Haydock is an Anglican evangelical church in doctrine and in outreach. We are passionate about Knowing Jesus, Loving Each other and Caring for our Community. We, therefore, require all staff to live and work according to the teaching of Jesus.

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## Responsibilities

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### Daily

- 1) Manage the Petty Cash.
  - 2) Answer the phone, acting on all communications promptly.
  - 3) Read, acknowledge and act on emails and social media in a timely manner.
  - 4) Check the post box and action in a timely manner.
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## Weekly

- 5) Input the Parish finances into Expense Plus.
- 6) Make any necessary purchases for church or office (usually online) including stationary.
- 7) Manage the church calendar online and the room booking calendars.
- 8) Update Social media with the latest news and events and reply to Social media messages.
- 9) Write the weekly news sheet and e-bulletin in consultation with the Vicar.
- 10) Check the church noticeboards weekly and update if needed.
- 11) Liaise with PA Team leader, Worship Team leader, Visuals leader, Welcome Team leaders, Communications Team, and PCC when needed about services, events and other matters.
- 12) Be prepared to work for 1 hour after a weekly Sunday morning service to be available to the congregation.
- 13) Liaise with Wardens about day-to-day issues, general maintenance, special services, events and other requirements.
- 14) Manage the church admin system, ensuring things are up to date and running well (including creating and monitoring rotas and updating if needed). i.e. communion servers, intercessors, readers, refreshment, welcome...
- 15) Manage the HIVE Heating Program on your phone or computer. Particular attention to changing events is necessary.
- 16) Attend the weekly Staff Meeting (currently prayer, meeting and lunch Tuesday morning 9-12.30pm)
- 17) Engage in staff morning prayer at least twice a week (currently 9.00-9.30 Monday-Wednesday)
- 18) Proof reading all outward-facing communication i.e. news sheets, posters, social media posts and letters
- 19) Weekly check the defibrillator and if it has been used, replace pads and items from the bag, and inform PCC Secretary when it is "rescue ready" to update The Circuit database.
- 20) Liaise with cleaners about events which may affect their normal working hours.
- 21) Process enquiries for funerals, baptisms and weddings as they come in, contacting Verger and Clergy/Readers, and booking them into the diary.

## Ad hoc

- 22) Prepare Baptism Boxes for services, usually monthly or sometimes bi-monthly.
  - 23) Process memorial applications as and when they come in.
  - 24) Manage external room bookings and send invoices, whilst also being a line of communication via email or phone.
  - 25) Be jointly responsible with the Vicar for updating the website. (This is mostly small jobs such as adding photos or updating information.)
  - 26) Liaise with the hospitality lead to communicate requirements for events.
  - 27) Liaise with the Buildings Team (who deal with structural repairs and improvements).
  - 28) With the Vicar oversee and manage church events (including our big 3 outreach events; Easter Quest, Summer Party and Christmas Wrapping) along with the Vicar.
  - 29) Supervise any volunteer admin staff.
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30) Maintain funeral, graveyard and wedding databases.

## **Other regular responsibilities**

31) Line manage the maintenance person, gardener and cleaners

32) The Church's GDPR lead

33) The Church's Safeguarding Administrator (not officer)

## **Seasonal Responsibilities**

- 1) Liaise with the occasional office's financier and Vicar in updating the church fees annually and sending them to be approved by the PCC before emailing Funeral Directors in the area.
- 2) Send letters out twice yearly to bereaved families inviting them to the Memorial Service.
- 3) Organise First Aid training, currently 4-yearly.
- 4) Organise the annual service of the defibrillator, including checking the expiry date of pads.
- 5) Organise annual inspection of the lightning conductor.
- 6) Organise annual testing and maintenance of fire alarms, fire extinguishers and smoke detectors.
- 7) Organise annual services for all boilers in the church, the Centre and T.A.N.G.O warehouse.
- 8) Organise annual services for the roller shutters in the Centre and T.A.N.G.O warehouse.
- 9) Arrange PAT Tests when needed.
- 10) Complete annual Parish Returns and Statistics for Mission.
- 11) Complete other Diocesan or council paperwork as required.
- 12) Manage staff holiday rota.
- 13) Organise the "Electrical installation condition report" for the church, Centre and T.A.N.G.O Warehouse.
- 14) Liaise with Wardens about arranging the Quinquennial Inspection every 5 years (next due in 2024).
- 15) Collect, collate and prepare the charities annual report in conjunction with the Vicar

## **Services Administration**

*The following jobs will be managed by both the Vicar and the Church Operations & Office Co-Ordinator*

- 1) Update the Order of Service weekly and print copies for those involved.
  - 2) Print out some copies of the weekly News Sheet
  - 3) Update the Visuals on the presentation software for the services on Sunday.
  - 4) Complete printing for services on Thursday afternoon.
  - 5) General church administration and operational management.
  - 6) Ensure service email reminders are scheduled for all involved in upcoming services.
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