



## THE LOMBARD STREET CHURCHES

ST MARY WOOLNOTH · ST EDMUND THE KING · ST CLEMENT EASTCHEAP

St Mary Woolnoth, 1 Lombard Street, London EC3V 9AN

# Job Description

**Location:** St Mary Woolnoth, Lombard Street, London, EC3V 9AN

|                               |   |
|-------------------------------|---|
| <b>EMPLOYER:</b>              | The Parish of St Mary Woolnoth, St Edmund the King & St Clement Eastcheap   |
| <b>JOB TITLE:</b>             | <b>Operations Coordinator</b>   |
| <b>RESPONSIBLE TO:</b>        | The Parish Manager  |
| <b>SALARY &amp; CONTRACT:</b> | Annual: £28,000FTE depending on experience (paid pro rata: £11,200/pa), fixed-term 10 month contract which could be extended depending on further financing of the role.                          |
| <b>WORK PATTERN:</b>          | 2 dpw flexible part-time role   |
| <b>HOURS:</b>                 | 14hpw (could increase depending on skills)  |
| <b>RESPONSIBLE FOR:</b>       | Supporting the Parish Manager with day-to-day running of the Parish of St Mary Woolnoth, St Edmund the King & St Clement Eastcheap with a particular focus on the business side of the operations |

**Note:** This job description does not form part of the employment contract but is provided for guidance. The specific duties and responsibilities of any job may be expected to change over time.

## Job Summary

The Bishop of Islington is one of the suffragan bishops of the London Diocese and is the Rector of St Mary Woolnoth, St Edmund the King & St Clement Eastcheap, three Grade 1 listed churches with a rich heritage. The Operations Coordinator would, together with the Parish Manager and Verger, ensure the smooth day-to-day running of these historic city centre churches and sensitively support the ministry of Imprint Church and the vision (to be a House of Prayer and an Embassy of Amazing Grace) as well as the charities and congregations that make their home in the buildings.

The Operations Coordinator is expected to perform duties with independence, initiative, efficiency and judgement while being a flexible team player.

## **Principal Duties of the role**

### **Office and Event Hire coordination**

- Develop the opportunities around office and room hiring sensitively and in line with the vision and mission of the Parish
- Market the premises to new users and event organisers
- Manage the room booking system including liaising with primary users and external hirers (including the issuing of agreements and invoices)
- Oversee access arrangements for users, issuing temporary access codes/letters of authorisation as necessary
- Point of contact for external event organisers prior to events, and when required, arrange site supervisors during events
- Contribute to reviews of the utilisation of space and resources and implementing any necessary reorganisation
- Ensure the timely invoicing of hirers

### **Management of the church buildings**

- Plan the smooth delivery of essential central services across the church sites (such as IT, AV, utilities, cleaning, procurement of supplies etc) working with the Verger
- Ensure goods and services achieve maximum value for money
- Ensure compliance with
  - health and safety requirements
  - policies, regulations and procedures for safe and secure building use
- Provide an informative welcome to visitors, along with other members of the staff team on-site, making sure that all visitors are received in a friendly, tactful and helpful manner
- Ensure a high standard of service for organisations renting office space
- Keep website and information display boards up to date

### **Financial Management**

- Liaise with the Finance Officer, track income and expenditure, ensure prompt payment of invoices
- Occasional banking
- Raise occasional invoices
- Maintain and track project budgets
- Maintain a financial risk register
- Together with the Parish Manager and Finance officer, trigger the production of regular finance & buildings reports to the PCC
- Working with the Parish Manager, support new recruitment initiatives and liaise with an external agency providing payroll support
- Ensure appropriate levels of insurance are in place at all times

### **Maintenance and redevelopment**

- Oversee planned facilities inspections and maintenance as well as reactive repairs, working with the Verger
- Assist the Parish Manager with faculty applications
- Assist the Parish Manager with ongoing projects and improvements

### **Parish Reports, Registers and Returns**

- Maintain parish registers (Weddings, Baptisms, Services)
- Maintain the Logbook, Inventory and Terrier

- Support application procedures and produce timely reports to grant making bodies
- Complete the annual Parish Return and Charities Commission Return with help from the Treasurer and finance officer

### **Being part of the team**

- Participate in and contribute to parish team and prayer meetings as well as occasional mission events
- Liaise with the wider CCX teams and increase awareness of the team facility needs
- The post holder may be required to undertake any other duties that are commensurate with the furtherance of the ministry of the parish.

### **Person Specification**

This role would suit a friendly and flexible multi-tasker, who is both ministry and business minded and who enjoys a variety of duties, an efficient completer/finisher who is able to plan, prioritise and execute their work and meet deadlines under changing conditions, independently as well as part of a team. This person will be able to wholeheartedly support the ministry and vision of the parish, have experience of working with Christian ministries and congregations and have a track record of taking a lead on practical aspects of operations with an eye on the spiritual objectives. The role holder would need to be willing to worship with Imprint Church, which meets at St Edmund the King.

### **Experience, knowledge, training and qualifications**

- Experience in operations management and administration roles
- Able to deliver a high standard of customer service and relate well with people from all walks of life
- Familiarity with the Church of England and empathetic to the aims and values of the Parish and identification with our mission to be a House of Prayer and an Embassy of Amazing Grace
- Project management skills
- Understanding of how to run a profitable business
- Basic financial management

### **Aptitudes and abilities**

- Attention to detail
- Project orientation
- Efficient completer-finisher
- Ability to multi-task and manage competing priorities
- Judgement and decision-making ability
- Problem-solving skill set
- Business and finance acumen
- IT skills (Excel, Word with basic understanding of Xero accounting package)
- Excellent communication skills

### **Personal attributes**

- Initiative and curiosity
- Enthusiasm for a high-paced, entrepreneurial, team-oriented environment
- Adaptability and willingness to learn and get involved

- Responsibility and efficiency
- Patience
- Good communication and interpersonal skills
- Sense of humour
- Team player

## **General Conditions**

### **Diversity**

Equal treatment of people from diverse backgrounds is one of the central precepts of the Church of England's mission and theology.

We understand the benefits of employing individuals from a range of backgrounds, with diverse cultures and talents. We aim to create a workforce that:

- values difference in others and respects the dignity and worth of each individual
- fosters a climate of honesty, creativity, love and good humour that will help all staff to thrive

We are committed to ensuring that all employees, job applicants, customers and other people with whom we deal are treated fairly and are not subjected to discrimination, observing the relevant legislation. We expect all of our employees to be treated and to treat others with respect. Our aim is to provide a working environment free from harassment, intimidation or discrimination.

### **Standards of Behaviour and Conduct**

Parish Staff are expected to act at all times to keep high moral and ethical standards, with due consideration for others and in a manner befitting their position as employees of the Church and as professionals, whatever their job.

### **Health and Safety Responsibilities**

All Parish staff are required to ensure that they understand and accept the legal duties placed on them by the Health and Safety at Work Act not endanger themselves or others by any act or omission on their part and by the Management of Health and Safety at Work Regulations to cooperate with colleagues and management in the control of health and safety at work. Therefore, staff are required to:

- read, understand and abide by the PCC Health and Safety Policy;
- make themselves familiar with accident and emergency procedures for their site;
- inform their manager immediately of any health or safety deficiencies or dangerous situations or near misses;
- set a good personal example in respect of health and safety.

### **Confidentiality**

Staff must not pass on to unauthorised persons any information obtained in the course of their duties without the permission of the relevant line manager.

## **Terms of Employment**

**Location:** St Mary Woolnoth church, in the City of London (15 meters from Bank station, exit 6) with some scope for working from home.

**Employer:** The PCC of St Mary Woolnoth, St Edmund the King & St Clement Eastcheap

**Hours:** 14 hours a week. Flexibility around working days. Some occasional evenings required.

**Salary:** £28,000FTE (Pro-rata: £11,200) per annum

**Pension:** The successful candidate will be enrolled in a pension scheme

**Probationary period:** 1 month

**Holiday:** 20 dpy (FTE) + 8 Bank Holidays (allocated pro-rata) = 8 days/year + 3 Bank Holidays

**Contract:** This post is offered on an initial 10 month fixed term contract, subject to ongoing funding.