**Job Title:**  Office Manager

**Responsible to:** The Rector

**Location:**  Working from home and the church where necessary

**Hours:** 17.5 hours per week. Flexibility will be required as the role will sometimes involve evening meetings.

**Salary:** £12,740 pa

**Duration of contract:** Permanent dependant on finances and grant funding.

**Introduction**

We are looking for a self motivated, organised and people centred person who can co-ordinate and manage the administrative functions of Mossley Hill Church.

The role will be 17.5hrs with a suggested working pattern of Monday to Thursday 9-1pm each week allowing for 1.5hours to be worked flexibly. This is negotiable for the successful candidate.

You will work with the leadership team at Mossley Hill Church to implement and develop the administrative processes and systems which enable the church to run smoothly.

**Parish context**

Mossley Hill is a popular family friendly residential suburb with a strong sense of community located to the south of the city. It is a lovely area of Liverpool, combining gorgeous green areas, famous roads (Penny Lane) and lots of independent, local businesses. The area has a great selection of properties available, with mainly semi-detached houses, some detached properties and terraced streets. At the 2021 Census, the population was 12,041 and when planning permission is granted for the site opposite the church there will be an additional 162 dwellings. Rose Lane is a pretty part of Mossley Hill, with cafés, a pub, restaurants, shops and a dental practice dotted along its length. There are two schools in our parish; a primary and primary/secondary school. Linking Aigburth Road and Allerton Road, Rose Lane is a popular destination and thoroughfare. There is a large Tesco store on this road, as well as other local convenience stores along the way

In comparison with Liverpool as a whole, 90% of the people in our Parish identify as white, so there is lower ethnic diversity. In the dimensions of health, education, employment and housing our Parish is more affluent and less deprived, and proportionately more people in the Parish work in public administration, education and health occupations. There are a higher proportion of married couples, and 15–19-year-olds living within the Parish, reflecting the housing structure is predominantly family orientated property, and that there are many students living in Hall of Residence in Greenbank, also in our Parish. There is a supported housing estate, Kelton, and refugee accommodation on Sefton Park Lane.

One challenging observation is that generally, the parish has lower rates of individuals ‘following a faith’ than Liverpool, and higher rates identifying as having ‘no religion’. The reasons for this are not clear. Data from the 2021 census for the UK has identified that there has been a decrease in the number of people who identify as Christian between 2011 and 2021 from 59% to 46%, and that this is particularly noticeable in the younger age groups (age 21-25).

**Our church context**

**Our Vision Statement:** *Living your best life with Jesus*

**Our Mission Statement:** *Inspiring and serving our community by sharing faith and working for justice*

St Matthew and St James is a busy, warm, welcoming and growing church. We actively offer and support different traditions in our services from a Common Worship Holy Communion at 8.30am (approx. 20 adults and 10 children) Service of the Word/Holy Communion at 11.00am (approx. 75 adults) to a completely contemporary style family service at 9.30am (approx. 120 adults and 100 children) with children and adult teaching groups. Once a month we have a baptism service at 12.30 for up to two families.

The worship tradition is fairly middle of the road with robes at the 8.30 and 11am service and a wide variety of music. We enjoy the delights of our Father Willis organ and excellent organist along with a small adult choir at the 11am service as well as two musicians who bring us a more contemporary style of music at this service. We are building up our musical provision at the 9.30 service and have several very gifted and able musicians helping to grow this area of our ministry.

We are blessed with great facilities in church from a fully equipped AV room, set up to live stream, screens and monitors in church to a kitchen pod allowing us to serve refreshments from the back of church. Following the 9.30 and 11am services refreshments are served in the coffee bar and once a term we offer breakfast after the 8.30 service. The refurbished church rooms provide us with a fully equipped catering kitchen, a coffee bar room and a small hall.

For certain festivals we bring the 9.30 and 11am service together at 10am for an all-age act of worship and once a year on Pentecost we set the church up café style and all three services come together for a Holy Chaos Pentecost style communion service. On festival Sundays we offer BCP Sung Evensong.

We are journeying towards signing up to become an Inclusive Church. We are also actively taking steps towards achieving net-zero carbon emissions, and advancing our Eco Church credentials.

We want to live out our vision and mission statements through 6 missional priorities divided into 3 focused on our community and 3 internal ones for those attending our church.

**Our Challenge:** Due to the increase in church attendance and recognising we have hit our ceiling with what we are able to manage with the generosity of volunteers, we are in a position to grow and strengthen our staff team. We are splitting the previous Administrator’s role into two new jobs; a letting and hiring administrator to generate new income and maintain existing income through lettings, and a more senior role to co-ordinate and manage the operational side of church life.

**Objective of post**

To co-ordinate and manage the administrative functions of Mossley Hill Church.

**Main Duties**

* Occasional Office administration (Baptism, Weddings and Funerals). See below for a more detailed breakdown of this.
* Managing the church office (responding to emails and telephone calls). See below for a more detailed breakdown of this.
* Maintaining and updating the church website and ACNY website.
* Maintaining and updating the internal noticeboards.
* Creation and distribution of the monthly newsletter.
* Attending the weekly staff meetings.
* Liaising with the social media team and managing the churchnews whatsapp group.
* Annual review of all the church whatsapps groups.
* Follow up newcomers with our welcome letter and add to relevant databases.
* To oversee and implement the migration to Churchsuite in consultation with others.
* Creating publicity for church events/services as and when required.
* Managing the school admission process. See below for more details.
* Oversee the revision of church policies and notifying the policy writer.
* Maintaining and updating the Cloud storage.
* Writing relevant policies (eg retention of information policy)
* Line management of lettings administrator undertaking their probationary reviews and yearly appraisals.

**Break down of Occasional Office administration:**

* Summary of fees on a monthly and quarterly basis.
* Wedding administration (first point of contact for all enquiries, liaising with couples, ensuring all paperwork is completed including the reading of banns, invoicing, drawing up the marriage document and delivering to the registry office, keeping up to date with legal changes, informing clergy).
* Funeral administration (first point of contact with FDs, liaise with clergy team/organist and vergers for availability, sorting out the fees and sending invoices as necessary, keeping up to date records).
* All Soul service administration (annually sending out letters, monthly updating the spreadsheet, preparing the service sheet).
* Book of Remembrance (taking enquires, invoicing, liaising with the calligrapher for entry into the book)
* Burial of ashes (initial contact, liaise with clergy regarding the date, invoicing).
* Baptism administration (initial enquiries, send out booking form, book into baptism schedule, liaise with Baptism Co-Ordinator, ensure sufficient stock of the baptism booklets, attend baptism team meetings).

**Breakdown of office administration:**

* keeping all records up to date.
* Photocopying and liaising with company with regards to repairs.
* Ordering consumables.
* Organizing annual registration for Roots.
* Sending out communication from clergy/leaders.
* Maintaining database of contacts.

**School admission process:**

* Organizing and updating the school admission paperwork.
* Organizing the online applications.
* Member of the school admission team and assisting in the completion of applications.
* **Safeguarding and Health & Safety:** The Operations Manager will be expected to make sure that policy and practice for Safeguarding, Health and Safety and all other regulatory requirements are excellently, and sensitively, communicated, implemented and followed, working in partnership with the Mossley Hill Safeguarding Committee.
* **Line Management:** Your line manager will be the Rector. There will be regular supervision meetings, and an annual review. Attendance at staff meetings is weekly on a Tuesday morning.

And any other duties as required by your line manager that are commensurate with this role.

**PERSON SPECIFICATION**

The successful candidate will need to demonstrate that they meet the following criteria which are either essential or desirable requirements for the job unless otherwise specified.

Because of this focus, the Office Manager will need to:

* Sympathetic to the vision, mission and values of Mossley Hill Church and the Christian faith (essential).
* Be self-motivated, well organized and proactive, able to take initiative and organize regular tasks whilst being willing to adhere to guidance from those in positions of leadership (essential).
* Be a good communicator whether face to face or through any other media with our volunteers, colleagues, the church family and the wider community (essential).
* Be flexible over working hours to facilitate the objectives of this role (essential).
* Strong organizational and multitasking skills with keen attention to detail (essential).
* Good time management skills with the ability to prioritise tasks effectively (essential).
* Be competent with IT including data management systems and website maintenance (essential).
* Have a solid understanding and be a champion of safeguarding best practice in church life (essential).
* Have proven ability of working with external stakeholders (desirable).
* Proven experience in administrative roles (essential).
* An ability to produce publicity material (desirable).
* Have experience in line management (desirable).

The successful candidate will actively work within and to promote the Christian faith/ethos of Mossley Hill Church and the Church of England.

**The holiday entitlement is 6 weeks per year, plus bank holidays and will be pro-rated for part-time roles. Pension is also available.**

**Mossley Hill Church is committed to safeguarding the welfare of children, young people and vulnerable adults and expect all to share in this commitment.**

**Satisfactory references** **and evidence of the correct permission to work in the UK will be required before the successful applicant can take up the post.**