

Job Title: Hirings & Lettings Administrator

Responsible to: The Office Manager of St Matthew and St James (known as Mossley Hill Church)

Location: The post holder will be based at home with the occasional requirement to work in Church as and when the role necessitates.

Hours: 16 hours per week. The post holder will be expected to work regular hours over a 4 or 5 day week to ensure that all enquiries are dealt with in a timely manner.

Salary: £11,190.40

Duration of contract: Permanent dependent on finances and grant funding.
6 month probation period.

Introduction

We are looking for a self-motivated, people centred person who can combine the administrative tasks related to the hire of our premises with having a proactive approach to seek out and develop new business.

The post holder will be based at home with the occasional requirement to work in Church as and when the role necessitates.

You will be expected to work regular hours over a 4 or 5 day week to ensure that all enquiries are dealt with in a timely manner. The exact days and hours of work will be agreed with your line manager. You will be expected to work occasional evenings or weekends when necessary.

You will work with an established group of volunteers, who are passionate about ensuring that those hiring our premises receive the best experience. You will also need to recruit a new group of people who will be paid on an individual event basis to set up and clear away church, which will enable larger events to be staged on a regular basis

Mossley Hill Church

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 15 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 including a fully equipped AV room, set up to live stream, screens and monitors in church and 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.

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 4 missional priorities: community engagement, next generation (birth to graduation programme), discipleship and fellowship.

Our Challenge: In order to achieve our missional priorities, we need to maximise the income from Hilltop Centre and Church buildings. Lettings currently account for 35% of our income and we are looking to increase that significantly.

Objective of Post

To be responsible for the hiring and letting of the Hilltop Centre and church to both regular and occasional customers. To develop the profile and use of the church as a venue for concerts and events to provide a regular income stream.

Main Duties

- Premises hire administration
 - Be the first point of contact for any queries with respect to hall bookings (phone calls, emails, web enquiries or in person).
 - Manage the end-to-end booking process for hirers, including invoicing and H&S compliance.
 - Maintain and develop contacts with regular hirers. This includes a termly newsletter.
 - Organise and manage the bookings diary, ensuring coordination with church events
 - Ensure keyholders are available where necessary to open and close.
 - Show potential hirers around the premises.
 - Liaise with hirers if there are complaints/problems reported/created by hirers and discuss with line manager where appropriate.
 - Chair the hirings and lettings team meetings.
- Identification of new business
 - To promote and market the Hilltop Centre to increase the occupancy rate during the week.
 - To promote and market the Church as a venue for concerts and events.
 - To be proactive in seeking out new partnerships with organisations, orchestras, choirs etc to ensure a developing programme of concerts and events.
- Liaison with and recruitment of volunteers:
 - To recruit new volunteers to help with key holding and room duties.
 - To recruit a bank of workers to be available to set up/pack down and clean church before and after events on a paid per event basis.

- Maintaining and updating the church's website
 - Via churchsuite adding bookings into the event calendar on the website
 - Setting up and managing any online payments for events via churchsuite/website
- Providing cover for the Office Manager during holidays or absence.
- Safeguarding and Health & Safety: The postholder 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.
- And any other duties as required by your line manager that are commensurate with this role.

Line Management: Your line manager will be the Office Manager at St Matthew and St James (Mossley Hill Church). There will be regular supervision meetings, and an annual review.

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.

- Sympathetic to the vision, mission and values of Mossley Hill Church and the Christian faith (essential).
- Self-motivated and able to take initiative with a proactive approach to tasks (essential).
- Strong organizational and multitasking skills with keen attention to detail (essential).
- Good time management skills with the ability to prioritise tasks effectively (essential).
- Excellent communication skills, both written and verbal (essential).

Hiring & Lettings Administrator

Role Description and Person Specification

- Excellent customer service skills (essential).
- Proficiency with Microsoft Office, in particular Word and Excel (essential).
- Experience of church management systems, in particular, Churchsuite (desirable).
- Proven experience in administrative roles (essential).
- Experience in marketing and promotion of venues (desirable).
- Ability to create marketing materials, such as social media posts, promotional flyers and posters (desirable).
- Be a good communicator, whether face to face or through any other media, with our stakeholders, our volunteers, colleagues, the church family and the wider community (essential).
- Be a team player, with the ability to work well with paid staff and volunteers to achieve goals (essential).
- Be flexible over working hours to facilitate the objectives of this role (essential).
- Have a solid understanding and be a champion of safeguarding best practice in church life (essential).

The holiday entitlement is 6 weeks per year, plus bank holidays and will be pro-rated for part-time roles. Pension contributions are 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, evidence of the correct permission to work in the UK and an enhanced DBS Disclosure will be required before the successful applicant can take up the post.