



**ALL SAINTS**  
**WEST DULWICH**

## **OPERATIONS ADMINISTRATOR**

### **Reports to**

Vicar/Churchwarden.

Day to day activities overseen by the Vicar ASWD.

### **Working hours**

The role is permanent and part-time for 20 hours a week.

Weekly working patterns to be agreed, but ideally 4 hours each day, Monday to Friday.

### **Holiday**

Five weeks per annum.

### **Salary**

£15,600 with pension contribution of 5% of salary.

(£29,250 pro rata)

### **Base**

Parish Office, Lovelace Road, London SE21 8JY

### **Background**

All Saints is a lively Anglican church in a vibrant area of West Dulwich in South London, bordering on Tulse Hill and Herne Hill with two Peabody Estates nearby within the Parish. The church is a stunningly beautiful Grade I listed building, well-heated, peaceful, light and airy, and is a delightful place to work.

We are a diverse group of people from different backgrounds, and our church largely reflects the population of the local area. Our vision is to grow the church, reach out into the community and deepen our discipleship.

We are seeking a flexible and diplomatic individual with excellent administration and communication skills and the ability to work well as part of a close-knit team of staff, volunteers and partner groups. We are looking for someone who is quickly able to prioritise in a complex working environment, and who has considerable initiative to ensure the activities in the church's calendar are well planned and co-ordinated.

The Operations Administrator ensures the smooth running of the administrative and buildings side of the church's life and supports the staff and volunteers in the delivery of the varied activities of the church. Colleagues include the Vicar, the Events and Bookings Coordinator, the Book-keeper, the Worship Administrator, the Children, Family and School Liaison Worker, the Cleaner, the Treasurer, and the Inspecting Architect. The Operations Administrator will work closely with the Vicar on a varied range of tasks and will be fully supported by the Vicar and Churchwardens.

## **Person Specification**

### **Skills**

- Good organisational and planning skills (essential)
- Good at taking initiative, being proactive and prioritising (essential)
- Excellent written and oral communication skills (essential)
- Proficient in Microsoft Word (essential) and Excel (desirable)
- Numerate and comfortable with simple accounts/finance (essential)
- Knowledge of health and safety, or willingness to learn (essential)
- Knowledge of GDPR, or willingness to learn (essential)
- Knowledge of child protection/equality and diversity, or willingness to learn (essential)



### **Qualities**

- Flexible, enjoys variety
- Polite, considerate, calm under pressure
- Outcome focused, completer-finisher
- Good eye for detail
- Team player, able to deal with a wide variety of people
- Able to maintain confidentiality
- Willing to get involved, hands on approach

### **Experience**

- Administration experience (essential)
- Experience of managing paid staff (essential)
- Experience of managing a team of volunteers (desirable)
- Buildings experience (desirable)
- Work in a church environment (desirable)

### **Other**

- Will need to be DBS (child protection) checked

## **Job Description**

All tasks to be carried out in a way that is consistent with the ethos of All Saints as a church. This Job Description lists a wide range of tasks, but many of these form part of an annual cycle, are routine, and/or occasional.

### **General administration**

- Maintain registers (marriages, banns, funerals, burial of ashes)
- Support annual admin tasks – Annual Parochial Church Meeting, Annual Inspection
- Co-ordinate submission of Statistics for Mission and Charity Commission return
- Respond to enquiries for baptisms, marriages and funerals
- Liaise with the Book-keeper over the payment of invoices, due rents and the distribution of and fees
- Act as the main contact with the Nellys Nursery
- Follow through actions arising from General Data Protection Regulations
- Promote good PR and relations with neighbours
- Keep the Church's online diary up-to-date and liaise with the Book-keeper on a monthly basis regarding invoices for regular and ad hoc hall bookings
- Plan, obtain quotations and facilitate work arising from the Quinquennial Inspection and other projects in conjunction with the Churchwardens and Vicar
- Act as the first point of contact for all enquiries
- Make arrangements with a team of volunteers, or paid casual workers, to let in and lock up for groups and organisations hiring space
- Oversee all security matters and health and safety
- On behalf of the PCC, apply online to the Diocese for building Faculties
- Along with others, be on a 'first points of contact' list for emergencies concerning the building - eg fire alarms, security alarms etc
- Procure janitorial and stationary supplies
- Oversee of the work of the Book-keeper, the Events and Bookings Coordinator, and the cleaners
- Manage the shared drive and its access
- Maintain the central records
- Liaise with the church treasurer regarding the office and building budgets
- Offer occasional administrative support to other Parish Clergy



### **Office administration**

- Maintain and manage all office and IT systems including centralized database and shared drive
- Manage occasional mailings
- Arrange regular fire alarm tests for nursery and main church building
- Submit Marriage Returns to Lambeth Registry Office
- Assist in the photocopying of the Annual Report, service sheets and booklets
- Liaise with the Churchwardens in preparation for the annual Inspection by the Archdeacon/Area Dean
- Arrange for a verger for weddings and funerals as instructed by the clergy
- Manage all parish records and processes for archiving/disposing of out of date documents

### **Specific Building related tasks**

- Ensure there are adequate cleaners so that the premises are kept clean and tidy
- Liaise with the Bookings and Events Coordinator to ensure that the needs of all users and hirers are met
- Keep up-to-date: the Building Log Book; the Fire Safety log book and other records of health and safety checks; and the maintenance diary
- Create and maintain an annual maintenance plan with associated costs in order to inform budget planning
- Arrange site visits with maintenance contractors ensuring annual maintenances are undertaken and supervised
- With the cleaner and other staff, identify areas that require maintenance and arrange for repairs to be carried out
- Arrange with gardeners for the upkeep of the gardens
- Maintain a working knowledge of all systems and plant equipment eg lighting, heating and the PA system
- Ensure all notice boards are organised and up to date

### **Safeguarding**

- Support the Parish Safeguarding Team
- Keep safeguarding folder up to date and file confidential documents securely
- Oversee general administration and oversight of all safeguarding systems and arising concerns

### **Human Resources**

- Ensure paid staff Rotas and working hours are recorded and up to date for payroll and pensions
- Record annual leave and sickness absence for staff team
- Oversee new staff inductions and training
- Act as the line manager of the Book-keeper, Events and Bookings Coordinator, and cleaners
- Assist in the recruitment and selection of staff as required
- Maintain and secure confidential HR records

### **Vicar support**

- Act as PA to the Vicar as and when required.

### **Other**

- To perform all other such tasks which from time to time may reasonably be asked.