

## THE UNITED BENEFICE OF MOSELEY

### Job Description & Person Specification

<b>Job Title:</b>	<b>Benefice Support Manager</b>
<b>Salary:</b>	£23,000
<b>Hours:</b>	35 hours per week (5 days per week with occasional weekend and evening working with time off in lieu). Core hours Monday 09.00-12.00
<b>Accountable to:</b>	Parochial Church Councils and the Parish Priest

#### Overview

St Mary's and St Anne's share the same values, which are reflected in our worship: both churches aspire to be welcoming and inclusive, and theologically 'open', and our congregations in both churches attract people from all ages, from differing church traditions and with a range of theological views. Worship in both churches is centred on the Eucharist.

Our churches work in the community, drawing on the wish to be of service in creative and beneficial ways. Many of these are regular ongoing events bringing church and community together - usually in social situations or bringing worship to those who cannot come to church. Others are one-off events that serve the needs of people in the community.

#### Job Summary

This is an exciting and wide-ranging role for the right person. The role of the Benefice Support Manager is to support the ministry team and other groups with general management, administration and office support to ensure the smooth running of the benefice office. You will also have responsibility for promoting and marketing St Anne's Hall and managing hall and other bookings. The Benefice Office is the first point of contact for enquiries, so you will be dealing with a wide range of people and will be expected to actively support our vision to demonstrate the love of God and the Good News of Jesus Christ to all who have contact with the Churches and Centres.

As a key member of the benefice team, the Support Manager will attend regular meetings with ministry, staff and volunteers teams.

This is a role with lots of variety, spanning many aspects of the life of the Benefice and it is a fantastic opportunity to make a real difference in the local community.

Key tasks in relation to this role are as follows:

#### Community liaison and support

- Community liaison – being the 'face of the benefice', responding in a helpful, proactive and professional manner, always carrying our vision to demonstrate the love of God and the Good News of Jesus Christ.
- Being a first responder in terms of offering pastoral care and support to enquirers on behalf of the clergy and pastoral team.
- To pass on pastoral and other concerns to the clergy team in a professional manner.
- To demonstrate Christian hospitality consonant with the life and ethos of the benefice.
- To liaise with Moseley C of E School and other schools, regarding times and dates of church visits, services and rehearsals, and liaising with the school to put church information into school publications.

### **Communication, Marketing and PR**

- To be responsible for ensuring the website and social media streams are up to date and that good housekeeping is in place.
- To collate information for inclusion in the weekly 'pew leaflet', and produce draft for proof reading.
- To respond to enquiries in a professional manner.
- To maintain notice boards, ensuring these are up to date, interesting, eye catching and relevant.
- To maintain the database of parishioners in consultation with the clergy.
- To support the creative development of a more focussed marketing and PR approach.
- To ensure all communication material supports and promotes our Christian values and vision.

### **Occasional offices**

- To make arrangements for baptisms, weddings and funerals in consultation with clergy, including the booking of organist, bell ringers and choir, and dealing with fees & payments.
- To arrange for banns of marriage to be read, and issue certificates.
- To complete registers where necessary and to issue copies of certificates.

### **Preparation for church services**

- Printing of service sheets, ensuring they have been proof read.
- To liaise with clergy on the selection of music for St Anne's.
- To book organists for services when required at St Anne's.
- To keep an accurate record of music played and hymns sung, and to complete the required CCLI returns.

### **People**

- To recruit, manage, train, develop and coordinate volunteers for a wide range of tasks and responsibilities across the benefice.
- To recruit and train volunteers to cover periods of absence.

### **Support for the Ministry Team**

- To support the vision of the benefice and embody our Christian ethos in all aspects of the role.
- To assist with the compilation and timely circulation of rotas, and the scheduling of regular meetings throughout the year.
- To provide administrative support for the weekly Monday morning staff team meeting.

### **Operational Management**

- The general management of the office including oversight of ChurchDesk system.
- To review and update office management systems and processes as required.
- To manage the photocopier and stationery stock ordering.
- To maintain copies of minutes and assist PCC secretaries with papers as needed.
- To collate inclusions for and produce the Annual Report.
- To ensure the benefice complies with policies and regulations for safeguarding, finance, health & safety, licensing, environmental health and other legal regulations, working to support the Site Services Manager.
- To work closely with, and support the Site Services Manager to ensure that plant and buildings across the benefice work as needed.
- To develop and maintain operational policies and procedures, including risk assessments.
- To provide project management support as required.

### **Finance**

- To prepare and send out invoices for lettings and chase any outstanding payments.
- To maintain records of fees income and issue to treasurers quarterly.
- To maintain a record of diocesan fees owed, send to treasurers quarterly.
- To liaise with the Diocesan Payroll Bureau and log staff holiday and absences.
- To pay in cheques/cash received to the bank as required.
- To maintain the office petty cash.

**Other duties**

- To carry out any other reasonable duties as requested by the Vicar and Associate Vicar.

There is an occupational requirement for the successful applicant to be a practising Christian.

No annual leave can be taken in the week before Christmas and Easter.

### Benefice Support Manager Person Specification

KNOWLEDGE & EXPERIENCE	E E E E E E E	<p>To evidence at least 3 years general supervisory experience or equivalent knowledge.</p> <p>Evidence of delivering excellent standards of management support.</p> <p>Demonstrate the ability to make independent decisions when appropriate.</p> <p>Demonstrate a good understanding of governance, risk management and health and safety principles.</p> <p>Evidence a clear understanding of the Church and its role in the community.</p> <p>Demonstrate excellent operational/organisational skills and ability to prioritise work under pressure.</p> <p>Ability to understand complex issues, problem solve and propose solutions.</p>
PEOPLE	E E E	<p>Demonstrate ability to be a good team member with proven ability to lead, motivate, inspire and support a team.</p> <p>Demonstrate the ability to show appropriate empathetic response to people in need.</p> <p>To be able to evidence the ability to maintain confidentiality and discretion.</p>
RESOURCES	E E	<p>To show the ability to think and plan tactically and creatively and to prioritise work in the face of competing demands.</p> <p>Demonstrate the ability to manage and deliver to deadlines and with constrained resources.</p>
COMMUNICATIONS & INTERPERSONAL SKILLS	E E E E	<p>Evidence possession of good communication and advocacy skills including the ability to establish and maintain positive working relationships with colleagues.</p> <p>Be able to demonstrate excellent verbal and written communication skills and the ability to effectively use Twitter, Facebook and websites.</p> <p>Demonstrate a strong, participative, collaborative and supportive management style.</p> <p>Be able to show a high level of work organisation, self-motivation, and a desire for self-development in both approach and attitude.</p>
INFORMATION HANDLING	E	<p>Evidence ability to use MS Office suite of programs and online social media.</p>
EDUCATION & TRAINING	D	<p>Educated to degree level or equivalent.</p>

E: Essential

D: Desirable