

JOB DESCRIPTION

Job Title: Welcome Administrator

Responsible to: Operations Manager

Main responsibility: Ensure that all visitors are welcomed on arrival, help build cohesion across different ministry areas of the church, develop the 'Welcome aspects across the church including for services' manage room bookings for internal and external users including hire administration and ensure that room facilities are set up.

Working with: Others in the Operations team, Rainbow Play Group staff, Family Services Co-ordinator and Church Volunteers.

Main tasks

Welcome

- x Provide access to the Foyer and via back door for all visitors
- x Meet and greet all visitors.
- x Provide proactively information about the Church, Church activities, Church and other courses and connect visitors to the locality.
- x Provide first point of telephone contact for all booking enquiries.
- x Answer all incoming phone calls, transfer calls or take messages.
- x Provide hospitality and drinks in the upstairs foyer for visitors and for the office.
- x Register all visitors and explain fire and safety arrangements.
- x As appropriate wear the Preschool or Children's Centre badge / uniform.
- x Ensure Foyer is welcoming, tidy and clean.
- x Liaise with Stewards so that co-ordinated and consistent approach to visitor welcome is in place on Sundays.
- x Develop the 'welcome approach' to other locations and with all congregations.
- x Bring volunteers into the 'Welcome' function to help build cohesion across ministry areas.

Room Bookings

- x Arrange all room bookings
- x Issue hire agreements to new hirers as required and obtain signatures.
- x Take deposits where required.
- x Induct all new hirers into the facilities available.
- x Issue keys where required and maintain building key register
- x Maintain records of all bookings.
- x Invoice all hirers and liaise with Finance Manager re late/delayed payments and return of deposits.
- x Ensure Daily change of Room Bookings is visible to all users.
- x Monitor that rooms are set up for use daily and plan appropriate set up and set down arrangements
- x Report any repairs required relating to equipment and the premises.

Administration

- x Ensure up to date and relevant information leaflets and notices displayed in the foyer.
- x Ensure Kitchen is adequately stocked for Sunday Services and maintain a stock control system for catering and cleaning supplies and first aid
- x Sort incoming mail and distribute
- x Assist Operations Team in delivering ad hoc events (funerals, dedications; marriages, Holiday Club & Light Party, Church Meetings etc)
- x Through the Operations Manager, provide occasional PA support to Ministers (estimated up to 1hour / week)
- x Use ChurchSuite for rotas and bookings and liase with the Operations Support Assistant

Security & Safety

- x Act with full attention to the safeguarding of children and vulnerable adults.
- x Protect the privacy of those who have hired rooms.
- x Ensure the evacuation of all those using downstairs rooms in the event of an emergency evacuation of the premises.
- x Be ready to step and / or support the Rainbow Play Group and Children's Centre Managers in the event of any safety issues relating to managing conflicts re children and/or parents without putting yourself in harm.
- x Act as a listening ear and provide information to Rainbow Group and Children Centre parents re conflict situations in conjunction with their staff.
- x Check First Aid boxes monthly.
- x Monitor the kitchen to ensure that food hygiene guidance is being followed by the users
- x Use CCTV appropriately to monitor access and report suspicious behaviour

Way of Working

- x Live the values of the Church:
 - o Seeking God and working things out
 - o Growing Christ like together
 - o Collaborating in God's mission
 - o Enabling service and leadership
- x Pray for the work of the Church and the Operations Team.

General

- x Other occasional tasks as reasonably assigned by the Operations Manager

PERSON SPECIFICATION

Area	Criteria	Essential / Des
Education	GCSE or equivalent.	Essential
Experience	Minimum of 2 years in customer facing role: hospitality; retail; sales.	Essential
	It is an occupational requirement for the person to be a committed Christian (Equality Act 2010), and take an active and prayerful role in the ministry of the Church	Essential
	Member of Bookham Baptist Church	Desirable
	Heart to serve	Essential
	Effective communicator	Essential
	Out-going and relational	Essential
	Team player	Essential
	Pro-active	Essential
	Discrete & confidential	Essential
	Reliable	Essential
	Has the right to work in the UK.	Essential
Skills, knowledge and abilities	Customer focused	Essential
	Detail conscious	Essential
	Prioritisation	Essential
	Delivery focused and to deadlines	Essential
	Planning and organisation	Essential
	First Aid Trained	Essential
	Conflict management – spotting needs.	Desirable
	Conflict management – handling difficult conversations.	Essential
	IT: Word, Excel, Outlook and PowerPoint to Intermediate level	Essential

MAIN TERMS OF EMPLOYMENT

1. SALARY

£11,900pa (£20,000pa FTE)

2. HOURS OF WORK [average 22.30 hours per week]

This role is delivered with greater emphasis during the school term times (as published by Surrey County Council) and for a week during the Easter period when the church provides a holiday club to the community. During these 40 weeks the working hours are:

Monday to Friday 9.00am to 1.00pm plus Mondays and Thursdays 1.00pm to 4.00pm and up to 5 Fridays a year extended hours till 5.00pm for Oasis

During the remaining weeks of the year the working hours are:

Monday to Friday 9.00am to 11.00am.

It is expected that the role holder is present during the Easter holiday club period and that a level of flexibility is required for the Oasis dates and if the church faces a number of ad hoc events such as funerals.

3. ANNUAL HOLIDAY

25 days per year, (excluding public holidays) pro-rata.

4. SICK PAY

4 weeks

5. PENSION

Work Place contributory pension scheme via The Peoples Pension which your contribution is matched by Bookham Baptist Church up to 5% of your salary.

6. PROBATIONARY PERIOD

3 months.

7. NOTICE PERIOD

4 weeks