

JOB DESCRIPTION

JOB PROFILE	
Job title	Operations Coordinator
Team/Department	Operations (Enabling Services)
Reports to	Chief Operating Officer
Principal Location	St Peter's Church
Travel required	Minimal, occasional trips
Work pattern / hours	Full time, Monday – Friday; part-time and flexible working options will be considered for the right candidate
Salary Range	£26,000 – 28,000 PA (dependent on experience)
DBS check required (Yes/No)	Yes
Special conditions of employment	None
Date written/updated	October 2024

ROLE CONTEXT

The vision for St Peter's Brighton is to play our part in the evangelisation of the nation, the transformation of society and the revitalisation of the Church. Each member of staff plays a key role in contributing to our vision. Our mission is bigger than any individual task but together our work contributes to the bigger picture. As a Christian organisation our faith is an integral part of our working culture.

ROLE PURPOSE AND OBJECTIVES

Our Operations Coordinator plays a crucial role in supporting the financial, HR, and administrative operations of the church. This role involves using array of skills, maintaining efficient systems and processes to support the church's mission. This is a fundamental role in enabling our church, staff, congregation, guests and all our ministries to thrive.

KEY RESPONSIBILITIES

The Enabling Services function is key both to St Peter's and its growing local family of churches.

HR Administration:

- Complete monthly payroll and manage the relationship with the payroll bureau.
- Provide HR support, including contracts, staff records, and leave management.
- Coordinate recruitment, supporting leadership with job descriptions and adverts.
- Assist with onboarding new staff.
- Ensure consistency in hiring, interviewing candidates, and completing DBS checks.
- Conduct DBS checks and ensure staff complete safeguarding training.
- Conduct staff induction and orientation.
- Review, update and maintain employment contracts, employee records, and policies.
- Review and benchmark remuneration and provide input to annual salary reviews.
- Support HR initiatives and maintain the staff handbook.

- Support disciplinary and grievance management with external HR advisors.
- Ensure legal compliance in employment practices and provide necessary training.
- Support organisation and delivery of annual/termly training sessions.
- Manage office operations, including filing systems, supplies, and IT accounts.

Systems, Policies, and Processes:

- Maintain and maximise the use of the ChurchSuite database.
- Manage the staff diary.
- Manage, monitor and respond to shared email inboxes.
- Serve as Data Manager, handling personal data requests and providing GDPR training.
- Organise the Annual Parochial Church Meeting and coordinate staff reporting.
- Assist with documentation for meetings and write church-wide communications.
- Manage Parochial Church Council communications.
- Help to edit and maintain the church website.

Finance & Giving:

- Manage giver data and processes inc. communications, Gift Aid, and giving platforms, and produce monthly donation reports for leadership.
- Coordinate twice yearly Gift Days and reconcile the Giving account.
- Manage, along with the Finance Manager, the counting and paying in of cash collected from Sundays and ministries.
- Submit annual parish returns and external reports, including to The Revitalise Trust.
- Monitor the Giving inbox and collaborate with the fundraiser on bids and data submissions.
- Liaise with auditors and assist with their recommendations.

The post holder will comply with all standards, policies and procedures set by St Peter’s including, but not limited to, those governing safeguarding, health and safety, data protection and confidentiality and equal opportunities.

ROLE DIMENSIONS

Financial management	Yes – Giving income and finance, finance transactions, training budget.
People management	No direct reports
Key relationships – internal	Vicar, Associate Vicars, COO, Finance Manager, Staff team
Key relationships – external	Church plants, Diocese

ESSENTIAL AND DESIRABLE SKILLS, KNOWLEDGE, EXPERIENCE AND QUALIFICATIONS

Essential

- Excellent communication skills both written and oral, and an ability to train others
- Proficient in Microsoft Office suite inc. SharePoint, Word, Excel and Outlook.
- Experience of working with databases
- Self-motivated, with a flexible attitude
- A confident and warm telephone manner
- Strong interpersonal and relationship skills
- High degree of discretion and understanding of confidentiality issues
- A sense of humour and fun

- Willingness to give and receive feedback, and respond accordingly
- Flexibility to adapt to changing circumstances and to develop new ways of working
- Ability to work under pressure and to tight deadlines, and juggle a broad range of responsibilities
- Excellent time management skills with proven ability to prioritise workload
- Highly organised, ability to work on your own initiative
- Strong attention to detail
- A 'can do' attitude

Desirable

- Experience of working with accounts (the church uses Xero)
- Experience of financial management – budgeting and forecasting
- Knowledge of ChurchSuite
- Customer service experience
- Ability to research, digest, analyse and present material clearly and concisely
- Experience of Payroll and HR

WORK EXPECTATIONS

- Full time – Mon-Fri, 9:30am-5:30pm, with working one Sunday per month on a rota basis (with time off in lieu)
- 25 days' holiday per annum plus statutory bank holidays
- Whilst the role is Monday - Friday, the role holder may be asked to work other key dates or times as the needs of the church dictate, such as Annual Parochial Church Meetings or Gift Days and special services such as Christmas & Easter
- The role holder will be required to attend Focus (the church long weekend away in the summer – week's duration for full event)
- Attendance at Tuesday morning staff meeting and Thursday morning prayer meetings
- Flexible working arrangements will be considered for the right candidate(s) – including part-time, working hours, mix of home/office working, and reshaping of responsibilities to play to individual candidate strengths

This job description details responsibilities but is not prescriptive and does not direct any priorities or amount of time to be spent carrying out the duties. It is not necessarily a comprehensive definition of the post, and the post holder may be required to undertake other duties and responsibilities commensurate with the level and scope of the post. This job description may be subject to amendment, to meet the changing needs of St Peter's, following appropriate consultation.