



Office and Facilities Manager

Woodford and Shern Hall Methodist Churches

Role and Application Information

Background

Woodford and Shern Hall Methodist Churches are part of the Forest Methodist Circuit. Woodford, a multicultural congregation, and Shern Hall, a mainly black majority church, are not only vibrant faith communities, but also busy venues, used by many groups for classes, meetings and events.

We are looking for Office and Facilities Manager to join our team to competently manage the churches' facilities, and build good relationships with hirers, community users and church members. The person appointed will be responsible for:

- Acting as the first point of contact and representative of the churches, providing a warm and professional welcome to visitors and managing telephone and email enquiries.
- Coordinating the use of our premises, ensuring a smooth service and pleasant, well-maintained environment for building users.
- Managing finances related to lettings, petty cash and the office budget.
- Providing administrative support to the Minister and Management Team.
- Providing support to the Treasurers of Woodford and Shern Hall Churches regarding finances.

The team

The post holder will be joining a team consisting of the Minister (there is 1 minister for both churches), the Treasurers (each church has a treasurer) and the Senior Church Stewards (some from each church), who work alongside the minister to lead the ministries, worship and running of the churches. The Minister and Senior Church Stewards make up the Management Team.

The post holder will be line managed by the Minister. In addition, they will liaise with a designated member of each Church, who is a member of the Management Team, to ensure priorities, workflow and workload are in line with church expectations. The Management Team will carry out the following responsibilities:

- Be familiar with the work of the post holder.
- Work with the post holder to encourage the church to respond to new challenges.
- Provide guidance on determining priorities for the work, in line with church requirements.
- Prepare a personal development plan with the post holder, that includes appropriate training to improve effectiveness and efficiency.
- Encourage and facilitate good communication between the post holder and all internal and external church related individuals, groups and networks.
- Monitor and evaluate progress with the post holder on a regular basis. Meetings will take place monthly during the probationary period and at least quarterly thereafter.
- Act as a “sounding board” for the post holder.
- Ensure that the post holder receives suitable pastoral support.

Job Description

Job Title: Office and Facilities Manager (Woodford and Shern Hall Methodist Churches)

Lay Employee of: Woodford and Shern Hall Methodist Churches, in the Forest Circuit

Location: Woodford Methodist Church (Derby Road, London E18 2PU) and Shern Hall Methodist Church (Shern Hall Street, London E17 9HX)

Responsible to: The Minister and the Management Group

Purpose/Objectives: To support the work of the 2 churches of Woodford and Shern Hall and their Ministry Teams by ensuring the smooth and efficient running of the churches' offices, property and facilities.

Main Responsibilities

Premises and Lettings:

- Act as the first point of contact and representative of the churches, providing a warm and professional welcome to visitors, enquirers and premises users.
- Optimise use of church premises to serve both the church and the community, with the use of Hallmaster (online venue booking system) at its core.
- Ensure hirers' contracts are updated at least annually and are in line with Methodist guidelines - ensuring that hirer safeguarding procedures, insurance and DBS checks etc. are compliant.

- Organise and maintain efficient and effective health and safety and security processes and systems, ensuring the daily safety of visitors on site.
- Ensure heating timers are set in line with Hallmaster bookings, in order to make efficient and cost-effective use of energy.
- Monitor hirers' and visitors' respectful use of our premises and ensuring all areas, including the office and foyers, remain tidy and presentable at all times.
- Manage and undertake premises visits by potential hirers.
- Manage the key-holders' database.
- Monitor the efficiency and effectiveness of the cleaning contract, liaising as necessary with the contractor and Treasurers, and reporting back to the Church Management Team.
- Manage and coordinate a variety of training logs (e.g. Fire marshals etc.) ensuring appropriate people undertake relevant training so that all requirements are kept up to date.
- Manage and coordinate a variety of building maintenance testing and associated logs, e.g. for electrical, gas, fire safety and portable appliance testing.
- Liaise with contractors or maintenance volunteers to manage day-to-day maintenance issues and ensure the overall safety and security of the sites.

Administration:

- Manage telephone and email enquiries to the Churches.
- Support the Church Minister with church related administration. E.g. liaising on diary commitments, administrative and organisational issues as required.
- Support the church senior stewards on the church service rotas, and any amendments, liaising if required with individual participants.
- Manage, and regularly enhance, effective and efficient communication systems, both internal and external (including, if applicable, the church website and social media accounts).
- Ensure confidentiality of all personal and financial information, in-line with GDPR.

Finance:

- Provide day-to-day support to the Treasurers of Woodford and Shern Hall Churches, particularly for lettings, ensuring that bookings, invoicing and payments are always up to date on Hallmaster.
- Provide Gift Aid analysis support where requested.
- Manage, monitor and report on delegated office budget, e.g. petty cash and related expenditure.
- Manage required church supplies, liaising with Treasurer for authorisation and payment.

General:

- Attend regular line management meetings with Minister and regular Management Team meetings.
- Liaise with designated representatives of each church to plan and prioritise tasks.
- Work within the policies and procedures of Woodford and Shern Hall Methodist Churches.
- Undertake and update mandatory training, as required, including Safeguarding and GDPR training to Leadership level in line with Methodist Church policy.

Person Specification

Attributes	Essential	Desirable
Education & Training	<ul style="list-style-type: none"> • Educated to GCSE level or equivalent, including at least a C or equivalent in Maths and English 	<ul style="list-style-type: none"> • AAT or equivalent financial accounting qualification
Knowledge & Skills	<ul style="list-style-type: none"> • Proficient user of Microsoft Office 365, including Excel • Experience of databases and non-Microsoft packages • Able to manage financial information confidently and accurately • Able to maintain appropriate confidentiality in relation to finances, personal data and pastoral matters • Understanding of the principles and processes involved in data handling, including awareness of GDPR • Able to follow processes to deliver tasks • Able to monitor, prioritise and ensure completion of tasks (e.g. regulatory checks, training updates, renewal of contracts) • Able to maintain records 	<ul style="list-style-type: none"> • Understanding of the Gift Aid claim process • Experience of using Hallmaster or similar booking system • Experience of website management/updating • Understanding of social media as a tool for organisations • Experience of handling cash • Experience of managing reconciliation processes • Experience of creating invoices and managing credit control • Understanding of how to effectively manage premises and facilities • Ability to develop, improve and create processes to support efficient delivery of tasks
Qualities & Aptitudes	<ul style="list-style-type: none"> • A warm, approachable, professional approach to dealing with people • Proactive approach to building relationships with colleagues, building users and church members • Able to organise and manage own time and workload and to meet deadlines • Able to set and work to goals without direct supervision • Able to relate effectively to a wide range of people and cultures and adapt approach to cater for different needs/circumstances • Able to communicate effectively in writing and verbally, in person and by telephone • Able to contribute effectively to a team • Able to encourage and motivate others to meet deadlines • Able to adapt to changing priorities and circumstances 	<ul style="list-style-type: none"> • Experience of providing customer service • Experience of dealing with suppliers, contractors and clients • Experience of working alongside/managing volunteers

Other Requirements	<ul style="list-style-type: none">● Supportive of the faith basis of the churches● Willing and able to occasionally work outside standard hours (e.g. evenings and weekends to show facilities to potential hirers, liaise with volunteers)● Comfortable with Lone Working, when needed● Satisfactory Enhanced check from the Disclosure & Barring Service● Prepared to undertake training to update knowledge and skills where required	<ul style="list-style-type: none">● Understanding of the day-to-day activities/life of a church● Understanding of Methodism
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Terms & Conditions

Terms of appointment:	Permanent, following successful completion of a 3-month probationary period.
Salary:	£14.00 - £17.00 per hour, in line with relevant experience.
Normal working pattern:	20 hours per week over 4 days (negotiable days between Monday and Friday), to include afternoons on the 2nd Monday of the month.
Location:	On site - 2 days per week at Woodford and 2 days per week at Shern Hall.
Annual leave entitlement:	20 days per year (pro rata) plus bank holidays (pro rata).
Pension contribution:	6% employer contribution, contingent on 3% postholder contribution.

Appointment will be subject to:

- Proof of eligibility to work in the UK
- Clear Enhanced Disclosure & Debarring Service (DBS) check
- Satisfactory references
- Satisfactory completion of a 3-month probationary period

If you are interested...

For enquiries or an informal conversation about the role, or the application process, please contact Debbie Garden by email at debbie@debbiegarden.co.uk or by phone on 07746 676238.

To apply, please [download the application form here](#) or request a copy by email from Debbie Garden (details as above).

Please note: only applications made using the required application form will be considered. Applications by CV will not be accepted.

The closing date for applications is: 6pm on Thursday 26th October

Interviews will be held: during the week commencing Monday 6th November, at Woodford Methodist Church, E18 2PU.