

All Souls Church, Langham Place

2 All Souls Place,
London W1B 3DA
Tel: 020 7580 6029
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Role Outline:

Job Title: Event Team and Volunteer Coordinator
Band: Band 5
Department: Administration
Location: All Souls, Langham Place
Reports to: Database and Administration Manager
Hours: Full time. Evenings and weekends as necessary
Annual Leave: 25 days plus bank holidays

Key Relationships:

Line managed by:

- Database and Administration Manager

Supervision of:

- Church Assistant Team (currently 6)

Other key relationships:

- Bookings and Website Coordinator, Serving Team Leaders, Facilities Coordinator, Parish Support Coordinator (HR), members of Ministry Team, church family serving partner (volunteer) team leaders.

Job Summary:

- Responsibility for day to day supervision of the Church Assistant (CA) Team and the overall CA programme. The programme comprises both practical and spiritual elements that are lead and assisted by a range of staff.
- Responsibility for administering the recruitment of church family members to fill parish serving (volunteering) needs.
- Responsible for arranging training and support for practical serving team leaders.

Person Specification:

<i>Attribute</i>	<i>Essential</i>	<i>Desirable</i>
<i>Education/Qualifications</i>	<ul style="list-style-type: none">• Graduate or equivalent knowledge and experience	<ul style="list-style-type: none">•
<i>Proven Skills</i>	<ul style="list-style-type: none">• Experience of staff supervision• Experience of developing and delivering staff training courses (to groups and	<ul style="list-style-type: none">• Use of ChurchInsight™ databases• Website editing

	one-to-one) <ul style="list-style-type: none"> • Excellent overall IT and computer skills • Excellent word processing skills 	
<i>Personal Qualities</i>	<ul style="list-style-type: none"> • Totally committed to the evangelical stance and mission of All Souls Church • Excellent interpersonal skills • Ability to communicate effectively both orally and in writing to people from a variety of cultural backgrounds • Ability to communicate to large or small groups • Excellent organisational and time management skills which demonstrate a structured approach with attention to detail, and an ability to prioritise and use initiative to balance the various demands of the job • A hard worker with a servant-heart • A customer service focus • A flexible team player 	

Key tasks:

Church Assistants: (approx 20hrs per week across five days, seasonal variations)

- Day to day supervision and support of the CA team as it works shifts to provide event and buildings support day and evening seven days a week.
- Work closely with Bookings Coordinator (responsible for booking events and compiling CA shift rotas) to set sustainable shift patterns and if necessary refuse booking requests.
- Work closely with Facilities Coordinator (responsible for fabric and repairs and maintenance) to ensure buildings related regular and one-off tasks are allocated to CAs
- Develop and oversee the August CA induction programme. Provide additional evening /weekend support and training to CA's in September/October as they learn regular events.
- Be available as the after-office-hours emergency phone contact for evening/weekend duty CAs and other staff members. Provide/organise shift cover at short notice where required.
- Develop an excellent understanding of regular events and all available event resources to provide effective support and assistance when needed.
- Complete First Aid and Fire Marshall training. Liaise with the Buildings Team on issues of Health and Safety (and security).
- Liaise with CAs and the Bookings and Website coordinator during the completion of rotas 1-2 months in advance. Forward planning is essential to make sure that CA availability and skills match up to venue, event, facilities and other regular CA tasks.
- Ensure that CA placements, theological training and time with their mentors are treated as high priorities and that this time is not overtaken by other duties. Meet regularly with the mentors to pray and discuss team dynamics.

Serving Partner (volunteer) Coordination: (approx 15 hrs per week)

- Run the established processes and systems that support the administration of Serving recruitment.
- Act as point of contact for parish serving (volunteering) enquiries.
- Responsible for training practical serving area team leaders.
- Working with HR administration produce volunteer agreements and guidelines for serving roles.
- Give advice on volunteering and the law.
- Work with practical serving area team leaders to develop training and induction for church members joining teams.
- Develop initiatives for expanding the numbers of Serving partners at All Souls.
- Where necessary link team leaders to a ministry team member or small group leader for pastoral support.
- Along with other members of the staff team provide general support and backup for ministry activities during the year.

AA/ME/MC Jul 2017