

Job Description

CHURCH OFFICE MANAGER



Job Title: Church Office Manager (part time)

Line Manager: The Vicar in conjunction with Sue Carter (Church Warden) or other appropriate person for practical support

Employment Details

Employed by: Parochial Church Council of St Mary's Luton (PCC)

Based at: St Mary's Church, Church Street, Luton, LU1 3JF

Hours: 25 hours per week (with room for negotiation for the right candidate) to include Monday – Thursday mornings

Annual Leave: Full-time entitlement is 5.6 weeks (28 days) per annum, to include office closure between Christmas and New Year and the 8 statutory bank holidays. Part-time annual leave and bank holiday entitlement is calculated on a pro-rata basis. The holiday year runs from 1st January to 31st December.

Salary: FT salary £32,000 per annum - £21,320 pro rata per annum payable monthly in arrears and subject to annual review.

Pension: There is a contributory pension scheme to which eligible employees will be automatically enrolled. Employer's contribution 4%, employee's contribution 4%.

Probationary Period: 3 months

Period of Contract: A permanent contract following satisfactory completion of the Probationary Period.

Right to work: This role is subject to the right to work in the UK.

DBS: This role is subject to a Basic DBS check.

Occupational Requirement: An occupational requirement exists for the post-holder to be a practicing Christian in accordance with the Equality Act 2010.

Purpose of the Role

To manage the busy church office and organizational functions in order for St Mary's to fulfil its vision.

This role is a leadership role that will include the responsibility for (though not necessarily the execution of) the management of the non-clergy staff team, high quality administration relating to the day-to-day organisational and statutory requirements of the church, a pastoral friendly point of contact for all enquiries, and working alongside the Vicar and staff to enable a positive, Christ-centred atmosphere throughout church life.

Please note that this is a summary of the complete job description. A full list of duties will be supplied to candidates who are offered an interview.

Key Objectives of the Role

- Ensure smooth operational functioning of St Mary's Church through comprehensive administrative oversight and systems management.
- Provide friendly customer service and pastoral sensitivity as the primary point of contact for all church enquiries.
- Manage and coordinate all occasional services (weddings, funerals, baptisms) from initial enquiry through to completion.
- Oversee volunteer recruitment, training, and management to support effective ministry across all church activities.
- Maintain accurate legal registers, records, and compliance with Church of England and statutory requirements.
- Support effective financial administration including budget management, expense processing, and contractor payments.
- Maintain and develop communication systems including website updates, social media, and weekly newsletters.
- Line-manage the Events Coordinator and Buildings Administrator, the cleaner and maintenance team effectively.
- Ensure compliance with all safeguarding, health and safety, and data protection requirements.
- Enable, together with the vicar and the rest of the staff team, a positive atmosphere throughout church life and the church's organisation in a way that is Christ-centred, prayerfully supported, servant-hearted and pastorally sensitive

Key Expectations

- Office attendance to include Monday morning staff meetings, and office opening hours (Tue – Thu 9 am – 1 pm). This role is not suitable for working at home.
- Physical demands may include setting up of tables and chairs, and other light equipment
- Significant independence in day-to-day operations with taking responsibility for smooth church functioning
- Expected to use initiative and make routine decisions independently while seeking guidance on strategic matters

Church Context

St Mary's is a vibrant Anglican Church in a Grade 1 listed medieval building that has stood for over 900 years in the centre of Luton. As a charismatic evangelical church, our church family has a mix of all ages and backgrounds, worshipping and serving together as part of God's

family. Our strap line is "Many nations - loving God, loving Luton following Christ." We are here to seek God's kingdom and presence, grow community, and serve as a reconciling presence in Luton.

The Senior Administrator is based primarily in the church office within St Mary's Church complex, comprising the main ancient church building and modern extension with offices, meeting room, kitchen, and hall. Some work involves movement throughout church buildings and grounds.

Our Commitment to Diversity

St Mary's Luton celebrates our calling to serve as "Many nations - loving God, loving Luton following Christ." We particularly welcome applications from candidates who reflect the diversity of our congregation and wider Luton community, encompassing British/European, African, and South Asian heritage communities.

Person Specification: *Experience and Skills Required*

Education/Background:

- Good all-round education to GCSE and A level (or equivalent), showing strength in English and Mathematics.
- Right to work in the UK.
- Qualification in administration or demonstrable experience in administrative roles.

Essential Experience:

- Proven experience holding administrative role with significant responsibility.
- Experience with administrative systems in professional office environment.
- Experience working with the public in customer care, teaching, healthcare, or equivalent setting.
- Demonstrated ability to maintain confidentiality and discretion in sensitive situations.

Core Skills

The ideal candidate is someone who:

- Communicates excellently both in writing and verbally.
- Demonstrates exceptional organizational and prioritization skills with ability to manage time effectively and maintain efficient office functioning
- Shows proficiency in standard office software and systems (Microsoft Office, email, Sharepoint, Teams, website management) with willingness and ability to learn new systems.
- Possesses knowledge of health and safety guidance and procedures
- Displays high levels of motivation to work independently while being an effective team player, seeking to serve the whole group.
- Demonstrates high levels of initiative and wise decision-making capabilities.
- Shows energy and ability to cope with demanding workload peaks in a busy environment.
- Applies a creative approach to problem-solving.
- Maintains a welcoming attitude while managing multiple competing priorities.
- Exhibits warmth, humor, and approachability in all interactions.

- Demonstrates the ability to manage change and unpredictable situations with flexibility.
- Shows vision for both big picture strategic thinking and attention to daily operational detail.
- Displays reliability in meeting commitments and handling financial responsibilities.
- Shows willingness to undertake appropriate training for professional development.

Desirable Experience and Qualifications

- Degree or diploma qualification, or equivalent.
- Business or software usage qualifications.
- Occupational qualifications or attendance of training in Health and Safety, safeguarding, GDPR, or related areas.
- Experience working in a church setting.
- Line management experience with staff supervision responsibilities.
- Volunteer management and support experience.
- Premises management experience.
- A good working knowledge and understanding of the church's overall ministry, history, membership and groupings, vision and purpose, current events and buildings.
- Experience with ChurchSuite church management system.
- Experience with Expense Plus financial system.
- Knowledge of HR legislation and processes.

Christian Character

The ideal candidate is someone who:

- Is actively engaged in their own Christian journey in the Christian faith.
- Can work relationally as love is our highest organizational value.
- Serves as a positive ambassador for the Christian faith and church values to all visitors.
- Is a worshipping member of their local church community.
- Willingly affirms the vision and ethos of St Mary's Church.
- Is happy to worship and pray for the church ministry and office team.
- Seeks a healthy balance between personal time and church work commitments.
- Demonstrates a servant-hearted approach to ministry and administration.
- Shows pastoral sensitivity in all interactions while maintaining professional boundaries.

Safeguarding and Compliance

- Understanding of and full commitment to safeguarding children and vulnerable adults.
- Willingness to undergo DBS checking as required.
- Commitment to creating a safer culture within St Mary's Church.
- Ensure compliance with all relevant legislation including health and safety, data protection, and employment law.
- Maintain professional standards appropriate to a church environment.

Additional Notes

- This job description is operational and may be amended to meet changing ministry needs in discussion with the Line Manager.
- Flexibility is expected in performing tasks that support the overall mission of St Mary's.
- The role holder should embody our values of seeking God's kingdom and presence, growing community, and being a reconciling presence in Luton.
- All staff are expected to contribute to creating a Christ-centered, prayerfully supported, servant-hearted, and pastorally sensitive environment.
- The post holder will work within the charismatic evangelical tradition of St Mary's Church while respecting the diverse backgrounds of congregation members.

Please note that St Mary's is not able to consider candidates who will require visa sponsorship.

St Mary's Church, Church Street, Luton, Bedfordshire LU1 3JF Registered Charity No. 1132078

This job description is an operational document that does not form part of the contract of employment. A more comprehensive version of this job description will be sent to applicants who are invited for interview.

There may be times when an individual is expected to perform tasks that are not expressly stated in the job description but are necessary in the day-to-day performance of their duties. The job description may be amended as necessary to meet the changing needs of the organization.