

ADMIN & OPERATIONS MANAGER – OREWA BAPTIST CHURCH

INTRODUCTION

The Admin & Operations manager ("A&O manager") at Orewa Baptist Church ("OBC") oversees the daily operations of the church office, provides administrative support to the clergy and staff, takes full responsibility of the HR and Communication functions, and coordinates various church events and activities. This involves proactively seeking to develop and implement processes and procedures, and manage the operational functions in efficient ways that align with the vision, mission, goals and ethos of OBC.

The person appointed will be accountable to the senior pastor and will be expected to establish good working relationships with other staff, ministry leaders and members of OBC, as well as with tenants, service providers and suppliers, other local churches, community groups and agencies.

While hours will predominantly be worked on usual weekday office hours, a level of flexibility is required, including some evenings and weekends.

PERSONAL QUALITIES

- A committed Christian with a deep love for Jesus and the church.
- A member of OBC (or other local church) that is committed to the vision, values and ethos of OBC and participates in the programmes and events of the church.
- Friendly, courteous, and a professional demeanour, and the ability to work well with people from diverse backgrounds and perspectives.
- Willing to learn new skills and adapt to changing situations and needs. Ability to take initiative for developing new processes and methodologies that will improve the efficient functioning of the admin and operational functions.
- Able to respect confidentiality and have discretion, with the ability to handle sensitive and confidential information.

SKILLS AND EXPERIENCE

- Previous experience in a busy office environment, whether church or secular, at supervisor level, management level, is essential.
- Proven capability to communicate effectively, both verbally and in writing.
- A high level of organisational and problem-solving skills, as well as attention to detail.
- Proven ability and willingness to take charge of all aspects of the admin and operations functions and lead by example.
- Proven ability and willingness to engage in conflict resolution and dispute resolution situations when they occur.
- Ability to apply time management skills to ensure productivity in a busy and at times disruptive office environment.
- Proficient in the use of office software such as the Microsoft office suite.
- Experience in the use of various digital tools for organisation efficiencies and communication, such as Planning Centre, Asana and Mailchimp, would be a distinct advantage.
- A basic knowledge of capturing invoices in accounting systems such as Xero or MYOB would be an advantage, but not essential as on the job training will be provided. Previous exposure to control of expenditure and expense claims in a small to medium office environment will be an advantage.
- A tertiary degree or diploma will be preferable but not essential depending on proven track record and experience.

AREAS OF RESPONSIBILITIES

1. OFFICE ADMINISTRATION

- Overseeing the maintenance of church records, such as the membership data base, staff records and policies & procedures document library.
- Manage the church's schedule of events and ensuring that the church calendar is updated and accurate.
- Administrative control of all cash receipts and payments of OBC including:
 - Attend to the banking of cash receipts in conjunction with warden/usher leadership. Control of petty cash boxes, including top-up against authorised source documents.
 - Processing of supplier invoices in conjunction with the Financial Controller, including reviewing for correctness, assess whether within budget, obtaining management or ministry leader approvals, recording as bills in Xero, submit to Financial Controller for payment.
 - Control of all expense claims including reviewing for correctness and completeness and supporting documentation, assess whether within budget, obtaining management or ministry leader approvals, capturing as bills in Xero, submit to Financial Controller for payment.
- Act as secretary for AGM and other members meetings, including preparing meeting agendas and notices, taking minutes at the meetings, assist with proper meeting procedures.
- Act as secretary for the Executive Team meetings, including preparing meeting agendas and notices, taking minutes at the meetings.
- Ensure that the church's correspondence with external parties is organised and up to date by answering correspondence and maintain a proper electronic filing system.
- Ensure that all supplier contracts are duly signed, both at inception and at renewal, and maintained in an electronic filing system, and that goods and services are delivered and rendered as expected.
- Ordering and stocking office supplies and maintaining office equipment.
- Acting as the receptionist for the church from time to time during crucial times when volunteers are not available.

2. HR

- Be familiar with all staff policies and ensure adherence through respectful guidance and training, as well as setting a personal example.
- Become proficient in church related software through courses, webinars, self-study and on the job learning in order to be able to initiate and implement training programs to enhance staff performance and productivity.
- Managing the process for hiring new staff members and develop induction programmes for new hires.
- Manage staff adherence to policies and procedures and if needed, ensure all disciplinary actions are in accordance with relevant legislation.
- Maintain all staff related records, including employment agreements, annual staff review documentation, disciplinary actions, remuneration and leave records.
- Communicate with payroll provider to ensure accurate payment of salaries and maintenance of accurate leave records.
- Manage police vetting process in accordance with applicable legislation and church policies.
- Be acutely aware of the church's general safety policies and procedures and the statutory Health and Safety requirements, and continuously assess adherence by staff, volunteers, members and all visitors, proactively taking corrective actions such as training and communication when required.

3. COMMUNICATION

- Develop a communication plan in conjunction with The Executive Team and the Communications co-ordinator in the Compliance Team.
- Implement the communications tasks and initiatives as per the Communications Plan.
- Take charge of all means of communication that are used or should be used by the church, and establish frequent, clear, accurate and timely communication in formats suited to specific target audiences.
- Maintain the branding of OBC, including letterheads, PowerPoint templates, the website and any other area of brand visibility.

4. FACILITIES MANAGEMENT AND EVENTS

- Management of facility hire function, including communication between hirers and OBC and update church calendar as necessary.
- Attend administration of the process: hire agreements, issue quotations and invoices in Xero, receive and arrange for repayment of deposits.
- Coordinate special events, such as weddings, funerals, baptisms, and other ceremonies, to ensure that they run smoothly from a venue manager perspective, and according to church policies and procedures.
- Assess staffing requirements for venue hire events and special events, and source and roster individuals as per requirements (such as sound desk operators).
- Ensure that the facility is presentable especially when hired out, and make arrangements for cleaning when required.
- Work closely with the Facilities Coordinator in the Operations Support Team on all matters relating to the church building. Be on the alert for building maintenance issues and report to the Facilities Coordinator.

5. OTHER

OBC is experiencing a growth phase, and it is expected that the position of A&O manager will also grow in scope and responsibilities. It is expected that additional tasks will be added to this job description from time to time, as the needs become apparent.

Two support teams exist within OBC to assist the Executive Team and the A&O manager in the execution of her/his duties:

- Operations Support Team
 - Building and asset management
 - Safety and Security
 - Information Technology
 - Sunday service logistics
- Compliance Support Team
 - Finance
 - HR
 - Policies & Procedures
 - Communication