

Application Pack
Church Team Leader



**HOLY TRINITY
CHURCH**
STRATFORD-UPON-AVON



Parish Office
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April 2019

Dear Applicant

Church Team Leader

Thank you for your interest in this post, I am very pleased to enclose an application pack which includes:

1. Job Description
2. Person Specification
3. Terms and Conditions
4. General Information about the church
5. Application Form

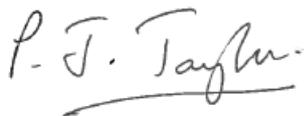
The closing date for applications is 19th April 2019. If you are invited to interview you will be required to attend the Parish Centre on Tuesday 7th May where the interviews will take place.

Please note applications will only be accepted on the application form provided in this pack and we actively encourage you to send them by email to our Parish Operations Manager:

andy@stratford-upon-avon.org

We look forward to receiving your completed application form.

Yours sincerely



Revd Patrick Taylor
Vicar

Job Description

| | |
|------------------------|---|
| Job Title | Church Team Leader |
| Responsible to | Parish Operations Manager |
| Responsible for | Visitor Assistants and Volunteers on each shift covered |
| Hours of Work | You will work an agreed number of shifts when you are appointed and these can be reviewed by yourself or ourselves as part of your ongoing employment. (see attached table of shifts) |

Overview and general duties

The main purpose of the Church Team Leader is to ensure the good and safe operation of all that goes on in Holy Trinity Church and to support the safe operations of the Parish Centre, so that those who come to worship or visit receive a warm welcome and an experience that exemplifies the Kingdom of God.

Each Church Team Leader co ordinates the staff and volunteers that are together on their shifts whilst also taking responsibility for specific areas of the management of Holy Trinity Church building and Parish Centre. This is to ensure that the Staff and Volunteers :

form a team on each shift ensuring continuity and consistency of practices from one shift to the next

are encouraged to work together and care for one another as a team, rotating duties, and actively working to recruit additional volunteers

ensure that Church signage is accurate for the shift being worked and the one to follow

set the church as needed through the week for services/events/visitors etc. and in quiet moments undertake cleaning and tidying as needed

Key Duties and Responsibilities

1. Check the church setup before opening, at change of shifts and after closing
2. Check all church areas are ready for the next event and work with those available to rectify any immediate issues concerning cleaning, furniture set up, security
3. Ensure that the Chancel Desk is staffed, co ordinate, direct and support the team on duty to ensure that all visitors and groups are welcomed into the church, and that their visit is the best it can be in line with agreed current processes etc.
4. Ensure that visitor numbers passing through the Chancel are accurately recorded
5. To act as the Church Safety Officer when on duty
6. To ensure that all incidents are recorded and all communication about incidents, events and groups is recorded for future shifts
7. Where the church is to be closed for a service to support those delivering the service with re arranging signage, setting the church for the service and staffing doors, with the return process after the service
8. To act as Verger for services that take place during a shift as required
9. To dig Ash burial plots as required

10. To prepare the service register for the next calendar day
11. To manage the recording and safe keeping of cash taken and complete the cashing up process at the end of their shift
12. To liaise with the Retail Manager ensuring that the team provides cover for the Shop team as needed

Specific responsibilities of each of the Church Team Leaders are :

| Church Team Leader 1 | Church Team Leader 2 | Church Team Leader 3 | Church Team Leader 4 |
|--|---|---|---|
| <p>Ensuring that the Health & Safety Checks for Holy Trinity & Parish Centre are completed and up to date</p> <p>To plan ahead to ensure that Church signage is accurate, prepared and displayed each day.</p> <p>To oversee the Church Maintenance Log resolving the treatment of individual items with the Parish Operations Manager</p> <p>To liaise with the Church Buildings Working Group regarding works to take place in the church and their scheduling</p> | <p>Maintain a rota of cover for one month in advance and provide to the Operations Manager at the end of each month an accurate record of all paid and volunteer hours worked on the Chancel Desk</p> <p>Ensure that Visitor data is maintained and that monthly returns of agreed data are made</p> <p>To liaise with the Volunteer Working Group to recruit, train and equip volunteers to work as Church hosts</p> | <p>Ensure that all supplies needed for services and events are ordered, received and that invoices are checked for payment (<i>to include, wafers, wine, candles, clean linen, etc.</i>)</p> <p>To ensure that a Verger is booked for Wedding and Funeral services and appropriately briefed</p> <p>To liaise with the Visitor Experience Working Group regarding the delivery of (and changes to) the visitor experience</p> | <p>Ensure that all events taking place in church are booked in accord with our policies and that the arrangements needed are planned and put in place for each event</p> <p>To attend the Diary & Review Meeting to ensure that arrangements needed are properly planned</p> <p>To liaise with the Office Team to ensure that all printed materials needed for services are ready for use as needed</p> |

Generally the responsibilities of everyone on a shift team are :

Liturgy and Worship

- Setting up the church for Sunday and weekday services and undertaking verger duties within those services as required
- Prepare for the liturgy, carrying out the instruction of the clergy presiding or officiating
- Follow the written instructions for the liturgical requirements of services

Preparation for Services

- Lay out vestments for the Clergy
- Prepare altars and other areas for worship

Vestry and general cleaning

- Assist with the daily care of cleanliness and good order of vestments, linen, silver/plate, candles and clean linen
- Assist in keeping the church and the clergy vestry clean
- Record any defect or maintenance and repair issues in the Church Maintenance log

Visitors

- Ensure that at least one of the Visitors Team is visibly present all times when the church is open.
- Develop an awareness of the history and life of the Church and of William Shakespeare and respond to questions and enquiries from visitors.
- Deal with any issues which arise affecting the safety and security of worshippers, visitors and the church.
- Assist at concerts, theatrical performances, broadcast and other special events held from time to time in the church, ensuring the church is secure afterwards.

General Church duties

- Responsible for the cleanliness of the Church and Health & Safety.
- To attend and participate in training courses as directed.
- To take a positive and active part in the Church's annual appraisal/review system.
- To be conversant with the policies and processes of the parish, particularly regarding Safeguarding, Health & Safety and Confidentiality
- To undertake any other reasonable tasks, relevant to the post

Person Specification

Church Team Leader

| ATTRIBUTES | ESSENTIAL | DESIRABLE |
|----------------------------|---|---------------------------------------|
| Job Skills | Dealing effectively with a diverse international customer base in a customer service environment | |
| | Excellent interpersonal skills to build trust and effective working relationships with colleagues and volunteers | Experience of working with volunteers |
| | Ability to multi-task, work on own initiative and prioritise workload under pressure | |
| | Strong organisational skills and an efficient and productive approach to work | |
| | Good communication skills when dealing with colleagues, volunteers and the general public | |
| | Ability to work with computer based systems using email, spreadsheets, word processing and church administration systems | |
| Personal attributes | Reliable, honest and open with an empathetic approach when dealing with colleagues and people from all walks of life | |
| | Flexible approach to cope with the frequently changing priorities | |
| | Able to undertake tasks requiring safe manual handling practices | |
| | A professional, mature and confident manner when dealing with visitors and colleagues face to face, on the telephone, or in writing | |
| | Self-reliant and motivated with the ability to be both sociable and solitary as need demands | |
| | Good sense of humour, intelligence and common sense when dealing with the pressures of the post | |
| | Be presentable, smart and professional in their dress | |
| | Exhibit an understanding of and commitment to Holy Trinity's sense of purpose and vision | |
| | A 'service' driven and 'can do' attitude | |

Terms and Conditions

Church Team Leader

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| Contract | Permanent |
| Salary | £9.50 per hour |
| Holidays | Your holiday will be pro rata against a 37.5 hr a week role which attracts 20 days paid holiday and 8 public holidays each year. |
| Hours | Approx 16 hours per week (actual work pattern to be agreed with weekend working) |
| Responsible to | The Parish Operations Manager |
| Responsibility for staff | All Visitor Assistants and Volunteers |
| Probation | There is a six-month probation period |
| Place of work | The usual place of work is Holy Trinity Church |
| Employment of Christian workers | <p>The role has been assessed as being one in which the person is a visible and is a known representative of the Church of England, its beliefs and values. The role reflects through attitude and action of both the presence of God and the beliefs of the Christian church within the working environment of the church. Therefore, it is anticipated that the post holder will be a regular worshipper of a Christian community.</p> <p>This post therefore has Genuine Occupational Requirement under the Equality Act 2010.</p> |
| Pension | The Church Team Leader will be enrolled into the Church Workers Pension, which is a contributory scheme. |
| Smoking | Holy Trinity Church operates a no smoking policy |
| Equal Opportunities | Holy Trinity Church operates under the principles of Equal Opportunity, insisting on and promoting equality of opportunity and access to all, regardless of age, race, colour, ethnic or national origins, gender, marital status, sexual orientation, disability or impairment, income, education, religious beliefs or cultural heritage. This applies in all we do. |
| CRB | The appointment is subject to the individual obtaining enhanced disclosure from the Criminal Records Bureau. |