

ST JAMES'S CHURCH
PICCADILLY

November 2018

JOB DESCRIPTION

1 JOB DETAILS

Job Title: Reception / Marketing and Events Assistant:
Apprenticeship position – 1 year employment contract
(Start date during January 2019)

Hours of work: 30 hours per week: 9.30 am – 4.30 pm excluding an
hour for lunch

Salary: £10,405 pa (£6.67 per hour - £200 per week)

2 JOB PURPOSE

To be the first point of contact for public/visitors and contractors. For all interactions a professional and welcoming manner is important whether it be in person or on the phone.

To provide administrative support to a range of Parish staff in particular to the Parish Secretary and Events & Concerts Manager including the running of events.

3 DIMENSIONS

Line manager is the HR Advisor with the Rector having overall responsibility.

To work closely on a day to day basis with the Events & Concert Manager and Parish Secretary.

4 KEY RESULT AREAS

When dealing with people to do this courteously and as promptly as possible. As we often deal with sensitive issues it is important to be as welcoming as possible and yet not to be 'intrusive'. To forward information / messages accurately and promptly to the person concerned. To assist the Events & Concert Manager with marketing and the running of events.

Reception (Parish Secretary is involved predominantly with the following areas)

- To greet and attend to visitors and to look after them whilst they are waiting in Reception for their appointment e.g. tea / coffee as appropriate.
- To deal with personal callers at Reception i.e. to answer their queries regarding St James's Church, services, events or refer them to the most appropriate member of staff.
- To monitor signing in book and keep topped up with sheets.
- To be alert to security and to inform a staff member where it seems that there is an unauthorised person wondering round the offices.
- To deal with telephone calls / messages and provide advice concerning direct contacts e.g. contacts for Alternatives, the Blake Society etc.
- To deal with callers researching family history and give details of Westminster City Archives as required.
- To deal with personal callers requesting market stall availability and as appropriate to contact the Market Manager to come and meet with them or give them an application form.
- To provide information on current week's events i.e. services, concerts.
- To forward enquiries for services (wedding, baptisms, blessings, funeral, memorials) to the Parish Secretary.
- To receive deliveries and alert those concerned as soon as possible of their delivery so that they can be stored in appropriate areas.
- To keep the reception area tidy and orderly.

Administration (specifically for Parish Secretary)

- To photocopy, collate, fold (and guillotine if necessary) all service sheets and leaflets.
- To photocopy and laminate any posters for special services and events.
- To go to the Post Office concerning postal requirements.
- To distribute mail to the pigeon holes (mail for the Rector and Finance goes to the Parish Secretary).
- To keep the photocopier topped-up with A4 and A3 paper.
- To organise the collection of toner and ink cartridges for recycling.
- To monitor stationery supplies and to inform the Parish Secretary when items are required.
- To assist with inputting of data, photocopying and filing as required.

Marketing Administration (specifically for Events & Concerts Manager)

- To take delivery of concert leaflets and posters and store neatly in chronological order.
- To take the lead in managing the display of concert posters and leaflets, including storing them neatly, laminating posters, putting up and removing posters and leaflets in/from the public display areas, making sure that displays are always up to date.
- To create an A3 poster for all lunchtime concerts, according to standard template.
- To create monthly files of photos for concert artists and re-sizing photos to make them suitable for use on our monthly concerts e-newsletters.
- To upload photos of artists to concert-diary online listings, creating additional cropped images suitable for thumbnails where necessary.
- To add listings of lunchtime concerts to the press association database.
- To create draft lunchtime concert programmes from information provided, according to a standard template; this will involve researching composer dates, and movement details for pieces of classical music.
- To print up sufficient copies of lunchtime concert programmes for the audience once the programme has been finalised and signed off by the Concerts Manager.
- To proof read monthly concerts e-newsletter, checking accuracy of information (including start times and spellings) and links.
- To update social media platforms as and when required.

Front of House (specifically for Events & Concerts Manager)

- When the Concerts Manager is away, or when there is staff shortage, to assist the Steward in managing front of house for the lunch time concerts.
- To proof read monthly concerts e-newsletter, checking accuracy of information (including start times and spellings) and links.

General

- Whilst on duty, the Receptionist is to be based in Reception unless asked to do otherwise.

Other

- To carry out any other reasonable instructions /tasks associated with the role.

5 PERSON SPECIFICATION

- To be in sympathy with St James's Church mission, ethos and practice.
Mission statement (refer www.sjp.org.uk for further details):
*'St James's Church is part of the Anglican Communion within the world-wide Christian Church. We understand ourselves to be called:
~ to gather as a body which welcomes and celebrates human diversity – including spirituality, ethnicity, gender and sexual orientation
~ to create a space where people of any faith or none can question and discover the sacred
in life through openness, struggle, laughter and prayer
~ to a common commitment to be in solidarity with poor and marginalised people and to cherish Creation
(We don't manage it all the time, so we try again)'*

- To be interested and committed to undertaking and completing the apprenticeship scheme i.e. both work based and college requirements.
- To be open and energetic and willing to learn.
- To be self motivated and proactive in dealing with responsibilities.
- To have good communication skills and the ability and confidence to work constructively with a wide range of people.
- To be computer literate and have a very good knowledge of Microsoft 2010 at least e.g. MS Word (text formatting, margins, tabs, picture boxes) and Excel.
- To have keen attention to detail thereby ensuring that work undertaken is done thoroughly and presented to a high standard.
- To have interest in classical music would be advantageous, but not essential.
- To have some work experience would be advantageous.

Application process:

The recruitment process is being done by Westminster Kingsway College – refer to link below for the application

<https://westminster-kingsway-college.enrola.co.uk/opportunity/5bd72c25d91ed>