

Role Description: Church Operations Administrator

We are a growing all-age community church of around 80 members and 150 attendees in the residential area of Upper Hale in north Farnham, Surrey. Bethel's informal culture is one of warmth, grace, care, and commitment to the Word and to one another. Our vision as a church family is to Believe, Belong and Grow in Jesus, in line with the Bible and the Reformed Baptist tradition we stand within. We belong to the FIEC network. We meet fortnightly on a local housing development as well. We are looking to develop the depth of our fellowship and our outreach, including the possibility of a church plant in the medium term. While there are detailed criteria below against which we look to recruit, **we want to emphasize that character and manner are more important than skills or experience, and that we believe the role can be grown into.**

Until recently we were very well served and ministered to by a part-time administrator who worked 0.6 or 21 hours per week. However, we recognise that both the role and the administrative requirements of running a church have grown significantly in the last few years, along with our size. We are now looking to employ a Church Operations Administrator from September 2026 (an earlier start is preferred, later may be possible). This role would be 0.8 or 28 hours per week (with some flexibility) and would report to the Pastor as line manager. The role could be divided into a job share and could be spread over 5 days. The role carries responsibility and authority to make routine and regular operational and administrative decisions (see areas of responsibility below). The role holder will work closely with our team of deacons.

The initial salary will be up to £22,960 p.a. gross, dependent on the successful applicant's qualifications, skills and experience (£28,700 p.a. FTE) and Bethel will also pay all statutory disbursements (Employer NI & auto-enrolment pension). The role holder will be entitled to 19 days annual leave, plus all statutory Bank Holidays on a pro rata basis. Further details are subject to our standard employment contract. We are incorporated as a CIO and currently use ChurchSuite to support operations and administration. We are blessed to have our own buildings (2 across one site). Payroll is currently supported by a church member with relevant experience, but this may change.

Purpose of the Role

- (1) To bring excellent operational leadership, governance coordination, communications and administrative support, relating to both the internal functioning of the church and its external responsibilities;*
- (2) To thereby enable ministry staff to concentrate on preaching, praying and pastoral ministry, and enable the church family to focus more on ministry and mission; and*
- (3) Above all, to prayerfully and caringly exercise the grace-gift of administration (1 Cor 12:28, ESV) through the power of the Spirit for the sake of Jesus in service of the church, as part of a staff team committed to Bethel's vision to Believe, Belong and Grow.*

Our outgoing Administrator says: "I've found Bethel to be a warm community where people really care about each other and want to follow Jesus. The role is varied and the staff team are supportive. It's been a great privilege to serve such a loving church family, and to contribute towards the smooth running of so many areas of church life."

Person Profile

The appointed individual will be required to work in accordance with the ethos, vision and beliefs of Bethel Baptist Church. They will play a full part in the life of the worshipping church family and further the church's mission. There is an occupational requirement that the role be held by a Christian, as defined by the Equality Act 2010, and be willing to join the church as a member.

Christian Character

- A disciple of Jesus Christ, seeking to grow in maturity
- Happy to affirm the vision of the church and basis of faith as a member
- A good ambassador for the faith to all visitors to the church
- Seeking to pray for the ministry of the church

Qualifications

- The right to work in the UK and any necessary DBS checks
- Relevant secretarial/business/software usage experience and/or training
- Proficient in the use of Office software: Word, PowerPoint, Excel, Outlook
- Willing to investigate and incorporate AI tools in order to maximise efficiency
- Proficient or a quick study in the use of ChurchSuite and/or other comparable church management software
- An excellent planner and scheduler, being able to prioritise well
- A person with good overall sense of legal compliance and risk management, health and safety and other applicable regimes, or a willingness to learn

Personal Qualities

- High levels of motivation to work well on their own without supervision
- High levels of initiative and wise decision-making
- A willingness to shoulder responsibility and sensitively exercise authority
- Outstanding people-skills face-to-face, by email and on the phone
- A welcoming attitude, open and friendly to people while approaching a task list
- A sense of warmth and humour, being very approachable
- Clear evidence of being a team worker
- The ability to act with discretion and keeping appropriate confidences
- A resilient and diplomatic person, able to cope with difficult people patiently

Gifting /skills / Understanding

- An excellent communicator, both written and oral
- Ability to handle confidential personal, financial and safeguarding-related information while exercising excellent judgment, discretion and data security awareness
- A proficient IT worker with a working knowledge of website technology
- Flexible in working hours, willing to undertake some limited evening and occasional weekend work

Outline Areas of Responsibility

1. Operational Authority

- Day-to-day operational decision-making remit, first point of contact (church & external)
- Building hire policies, insurances & approvals (church & external)
- Budget approval authority for all pre-approved budgets within an agreed framework
- Oversight of calendars and rotas, supporting maintenance of ministry databases
- Administrative/operational support of major events (e.g. the Church Weekend Away)
- Operational responsibility for church communications and website, social media support

2. Governance & Compliance Leadership

- Charity Commission gateway/point of contact
- Data Protection Officer, Health & Safety Officer, Responsible Authorised Person (marriages)
- Safeguarding compliance, risk assessments and DBS oversight (not as DSL)
- Drafting and coordinating implementation and regular review of church operational and compliance policies, maintaining a central policy register
- Ensuring church policies remain aligned with legal, regulatory and safeguarding requirements, maintaining compliance records

3. Finance Administration

- Supporting implementation of financial strategy, liaising with treasurer/accountants
- Utilities and other contracts coordination
- Funding appeals processes
- Manse/tenancy administration

4. Facilities & Project Management

- Oversight of day-to-day running of premises
- Coordination with deacons on and monitoring of practical maintenance projects
- Oversight & organisation of contractors and procurement
- Leading on other discrete projects

5. HR & Staff Line Management

- Co-ordination of any recruitment process
- Supporting appraisal process
- Payroll support
- Support contract amendments and terminations, liaising with legals if needed
- Keep employment records, issuing/receiving notifications of leave, sickness, etc

6. Systems & Ministry Support

- Co-ordination/production of publicity including maintaining brand
- Church Suite and SongSelect use and expansion (together with Tech Deacon where relevant)
- Supporting set-up and administration of new/changing ministries
- Exploring automation of existing administration where possible, including use of AI in church
- Management of other filing and documentation systems

Sample list of Tasks

The items on this list are examples of the sorts of task you will undertake. This is not intended to be a full list but give a sense of the kind of tasks involved. Note that some of these tasks may be undertaken (now or in the future) by other members of the church family, and not all will require to be done all the time. Note also that areas of focus may change as the needs of the church family change or regulatory requirements change (due to e.g. charity law developments, a desire for the church to plant, or the further development of suitable technologies such as ChurchSuite or AI tools). Priorities and responsibilities will be regularly reviewed with the Pastor.

- When a message needs to be circulated, considering with staff team which channel or channels are most appropriate, coordinating with relevant stakeholders, creating content and circulating via email, WhatsApp, verbal notices, display slides, bulletin, website, ChurchSuite, etc.
- As part of managing the church calendar, schedule all regular events in the church calendar and book out building spaces as needed, liaising with activity leaders; taking time to plan ahead to avoid clashes.
- When an event is proposed, advising on organisational logistics, creating and running any needed booking systems, supporting any required risk assessments and reminding of relevant church policies, liaising externally if the event is joint/shared.
- Deal with all aspects of external buildings hire, obtaining and recording details, sharing T&Cs, answering questions, arranging key access and showing the buildings. An example of this would be overseeing all aspects of local council's use of buildings as polling station.
- Create rotas to cover all aspects of Sunday services, liaising with participants on availability, anticipating pinch points and managing team lists and queries.
- Manage data protection compliance and the church database (using ChurchSuite) arranging consents / personal data storage; train, advise and oversee usage of database by activity leaders, particularly children's and youth leaders, including for attendance records; develop and improve our use of ChurchSuite functions
- Work with finance team to ensure accurate recording of data, track budgets and spending, pay invoices, answer queries from donors and activity leaders, store, record and bank all cash/cheques, provide information for annual accounts
- Manage insurance policies, including tracking and negotiating renewals, obtaining information from activity leaders, liaising with brokers, dealing with cover queries.
- As part of buildings management, checking general tidiness, dealing with lost property and waste and recycling, liaising with deacons and contractors over repairs, managing cleaners.
- Create agendas, write minutes and circulate for members' and trustees' meetings.
- As part of external relations role, dealing with occasional communications from neighbours and operating the car park licence scheme for neighbours, providing licence agreements / permits, issuing renewals and dealing with queries.