

Job Description – 9th May 2022

- Role:** Team administrator (Temporary)
- Location:** 20 Augusta Place, Leamington Spa, CV32 5EL
- Reports to:** Director of Ministry
- Hours:** 4 days per week with a potential of 5 days per week.
- Salary:** £20,800 per annum pro rata (£16,640 for 4 days per week)
- Benefits:** 25 days pro-rata annual holiday plus statutory bank holidays
- Contract:** 2 months duration with potential for extension

1. The Well

The Well Christian Healing Centre is a registered charity where people of all faiths and none can come and receive prayer for healing, teaching, or training.

Our **vision** is to see people encounter the healing transformative love and power of God. A place of excellence, pioneering Christian healing prayer and practice. A safe place open six days a week to welcome people far and wide.

As we come out of the acute phase of the Covid-19 pandemic, The Well has developed an exciting new hybrid model of ministry using both our beautifully refurbished centre in Royal Leamington Spa, and new online events and ministry sessions reaching people as far away as New Zealand. Ministry is delivered through a trained and developed Team of Volunteers and led by the Well's Founder and Director of Ministry Rev Anne Hibbert. We currently offer three prayer ministry sessions per week, as well as a range of online Quiet mornings, Rest and Receive sessions, Pathway teaching events and healing training courses.

2. Role Summary:

The purpose of this role is to support the ministry by booking in guests and volunteers into our regular face-to-face and online prayer ministry sessions and events, preparing the facilities for use, and updating our systems and databases to ensure a great experience for all.

Normal full-time office hours of work are 37.5 hours per week. This role will be 30 hours / week, Monday to Thursday.

This role is required to provide quick temporary cover for our core administration requirements, whilst a permanent role with a broader scope is recruited.

The post holder will be working in a Christian organisation and due to their interaction with guests will need to declare that they can work in agreement with the Well Healing Centre's Christian Ethos.

Job Purpose

Work with the PA to the Director of Ministry and our wonderful administration volunteers to provide efficient and effective administration for the ministry and support operations.

Main Responsibilities

General Responsibilities

- Answer the phone and take Guest and Prayer Team bookings
- Give further information about what we offer and how to access it.
- Maintain supporter and guest databases (Salesforce and MyGiving Online)
- Update The Well web site and social media accounts
- Keep the office facilities tidy and organised and filing up to date.
- Support and co-ordinate the activities of administration Volunteers
- Work as part of the Team, applying The Well's values, conduct and policies
- Undertake any other reasonable duties that may be required by your line manager

Provide administrative support to prayer Team and Guests

- Take enquiries for appointments and enter them into the booking system.
- Ensure that all calendar invitations for prayer ministry are accurate and sent to the Team in good time.
- Send confirmation emails and post mailings to The Well's guests as required
- Take and process Guest and Team cancellations / re-bookings, communicate changes and update systems
- Scan week's diary into Salesforce campaign and synchronise online bookings

Provide administrative support to events and Teams

- Provide practical help with the set up and preparation for events and setting down afterwards. This includes organising volunteers to offer hospitality and preparing audio-visual equipment for colleagues
- Provide technical support for Zoom Team, liaise with Guests, and help prepare resources
- Provide support and coordination to administration volunteers using existing user guides
- Post event marketing onto website and via email and social media.
- Maintain accurate information on events and news on the Well website
- Use database and other systems to maintain records and produce routine reports of ministry and events.
- Send emails and post mailings to The Well's Supporter base using Mailchimp

3. Person Specification

Skills and knowledge

- Excellent communication skills in both verbal and written English
- Good telephone skills providing a warm and confident service
- Good IT skills to include a good working knowledge and confident abilities using Microsoft Office (Word, Excel, Power Point) and use of mail merge.
- Knowledge of (or ability to rapidly learn to run) the following technology:
 - Extensive application of Zoom and the ability to co-ordinate participants and events
 - Zoom for group events (e.g. playing music, rooms, problem-solving)
 - Playing music (stored on iTunes) through audio-visual systems
 - Use of Salesforce – loading individual records, campaigns updates, run reports and link to Mailchimp
 - Mygiving online database

Experience

- Extensive experience of providing a practical, high-quality administration service to others in a busy workplace with lots of interruptions.
- Comfortable with dealing with different IT systems with the help of internal User Guides
- Use of Zoom and/or Whereby to communicate with groups of varying sizes
- Experience in overseeing others e.g. volunteers (this is task management rather than line management)

Personal Attributes

- Understanding of and sympathetic to the Christian ethos and foundation of the Well Christian Healing Centre
- High level of personal integrity and able to maintain confidentiality
- Able to plan and work towards deadlines and under pressure whilst maintaining a cheerful disposition
- Well organised and able to multi-task to ensure the Team have everything they need
- Enthusiastic for Guests to experience great ministry
- Warm and welcoming to Guests and Team
- Listens well and responds positively to questions from Team and Guests