



## Job Description – 6<sup>th</sup> June 2022

- Role:** Team administrator (Permanent role)
- Location:** 20 Augusta Place, Leamington Spa, CV32 5EL
- Reports to:** Director of Ministry
- Hours:** 4 or 5 days per week depending on candidate. Occasional support for evening events (approximately once per month).
- Salary:** £20,800 per annum pro rata (£16,640 for 4 days per week)
- Benefits:** 33 annual holidays per year including bank holidays, defined contribution pension scheme

### 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 be the first point of contact for prayer ministry guests seeking appointments, booking in guests and volunteers into ministry sessions and events, preparing the facilities for use, supporting regular communications, 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. Depending on the candidate, this role will be set to between 37.5 hours/week and 30 hours / week. The post holder is expected to work flexibly to occasionally support evening events and balance overall hours worked.

Please note that there is a genuine occupational requirement for the post holder to be a practising Christian and can work in agreement with The Well Christian Healing Centre's ethos statement.

### Job Purpose

Work closely with our team of staff and volunteers to provide an effective service for guests through efficient administration of ministry and support operations.

### General Responsibilities

- Be the first point of contact for guests enquiring about The Well's Christian ministries or events - answering questions, and providing further information on what we offer and how to access it
- Take phone and email Guest and Prayer Team bookings
- 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 support to Prayer Team and Guests**

- Manage enquiries for appointments and enter them into the booking system
- Ensure that all calendar invitations for prayer ministry are 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
- Maintain our DBS database and verify applications as directed by others

#### **Provide administrative support to events, facilities, and promotions**

- Provide practical help with the set up and preparation for events and setting down afterwards. This includes welcoming guests as required, 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
- Use databases and other systems to maintain records and produce routine management data reporting of ministry, events, and giving.
- Maintain accurate information on events and news on the Well website
- Draft and send emails and mailings to The Well's Supporter base using Mailchimp
- Provide support for regular events promotions and communications to Team, Supporters, potential Guests, and Donors. This includes drafting text about the Christian ministry and events and sending through agreed channels as per marketing and communications plan. Channels include post, website, Mailchimp, Facebook, Instagram and placing promotions in selected publications.
- Maintain and contribute to the improvement of systems (e.g. website) and administrative processes

### **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
  - Social media communications (Facebook, Instagram, Twitter)

#### **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
- Providing clear written communications for others
- Experience in overseeing others e.g. volunteers (this is task management rather than line management)

## **Personal Attributes**

- Be a practising Christian, sympathetic to the Christian ethos and foundation of the Well Christian Healing Centre
- Able to answer initial faith-related questions as first point of contact for prayer ministry guests, referring to others as necessary.
- Able to write clearly about ministry and events from a Christian context
- 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