

JOB DESCRIPTION

Operations Coordinator

Purpose
To manage and develop the administration function of Heart Church.
Key Tasks and Responsibilities
<ol style="list-style-type: none">1. Oversee and develop the effectiveness of the Heart Church database (ChurchSuite), liaise with the providers, organise the annual data cleanse, calendar management, and support staff/volunteers with training and problem solving.2. Update and manage the folders for general staff usage on Google Drive, develop templates and helpful documents for staff.3. Liaise with the IT and telecoms providers on IT and telephone issues for staff (including the opening and closing of staff and volunteer accounts).4. Oversee day-to-day activities of the front of house reception area, repro room and car parking.5. Deal with general enquiries in reception or via email and take incoming calls which may include praying for people.6. Manage the maintenance of the photocopier, colour copying readings for departmental budgets and troubleshooting staff queries.7. Support the implementation and application of policies and procedures.8. Carry out inductions with new staff and volunteers on HC office systems and procedures, logins, training on the database, etc.9. Track and assist with the staff annual leave management system.10. Administrate the Workplace Parking Levy.11. Oversee ticketing for HC events (Christmas) on the ChurchSuite database.12. Assist with Health & Safety procedures, policies and risk assessments.13. Network with other churches to improve and develop internal procedures and systems.14. Operate as part of the Operations Team and on occasion lead prayer and give a devotional.15. Work as part of the Heart Church staff team and assist with other activities as require
Financial or Other Authorities
Track the administration budget.
Reporting Line
Report to the Operations Manager

October 2022