

Job Description

Assistant Centre Manager

Role to cover: Bookings, Marketing & Administration

Report to: Centre Manager

Responsible to: Vicar and PCC

Place of Work: St Pauls Church, Hills Road, CB2 1JP

Full time: 37.5 hours per week, Monday- Friday with capacity to work occasional evenings and a maximum of 2 Saturdays out of 4 each month, if needed. Time off in lieu applied.

Flexible working is possible with core hours being 10am-3pm. This will be discussed on a case-by-case basis and discussed with the Centre manager at the beginning of each week.

Salary: £30,000

Holiday: 25 days per year plus bank holidays.

This is very much a hands-on role and will be suited to a candidate with sales, marketing and administration experience. This role is a significant and essential one for St Paul's Church and Community Centre.

This role has two clear functions. Firstly to take the lead in room hire and bookings for the church. It is vital in this role for the business to be run with professionalism and skill, maximising the income for the church. The post-holder will develop a clear business strategy with support from the Centre Manager and commercial trustees. The business strategy should be mindful of the wider mission of the church and its community interests. An element of the position is event coordination, to help plan and run events, weddings, and to support external hirers with logistics and setup.

The second function of the role is marketing and communications. The post-holder will be responsible for helping to promote not just the commercial side of the business, but St Paul's Church and Community Centre as a whole. This means developing an approach across social media, the physical building, the website, and other avenues to communicate the wider vision of St Paul's. This will be done in consultation with the Centre Manager, Vicar, other staff members and with the PCC.

The role is the engine of the church, providing the necessary income to run the building, employ staff and help run the community programmes. You will be proactive and a self-starter, actively looking for business and ensuring all marketing has been produced and

published accordingly. You will lead on the production of physical and digital assets and enable the updating of our website.

Experience in property management and with working in the 3rd Sector would be beneficial but not mandatory.

Report to:

The assistant centre manager is a key role in the life of St Paul's Church. Working closely with the Centre Manager, other staff and volunteers, the postholder is essential to the smooth running of all our operations. The postholder works across the church and centre programmes but with a particular focus on bookings and marketing.

Role Description

Commercial:

- Be the lead on managing the commercial bookings from the initial enquiry all the way to the end of the booking, dealing with any queries or issues arising.
- Ensure that bookings are well-managed and appropriate for the spaces and facilities offered. Be available to work some Saturdays and evenings in order to facilitate out of hours and larger weekend events.
- Respond to bookings enquiries on email, via our website, on the phone and in person with a customer-focused professionalism and skill.
- Work with the Centre Manager and Vicar to ensure the appropriateness of bookings and cross-referencing with the church diary and community programme.
- Make and complete bookings on our Midas (or similar) booking system, detailing as much information as possible to be able to share with other members of the team.
- Work with the Centre Manager and Vicar to ensure the appropriateness of bookings and cross-referencing with the church diary and community programme.
- Administer all booking invoices in line with our agreed commercial terms, including deposits, and ensure clear paperwork/ communication for the book-keeper. Chase bad debts when necessary.
- Support the review of booking rates (including benchmarking), terms & conditions and commercial policies, conducted by the trustees.
- Bring in new business to the centre by reaching out to past, present and new clients to increase bookings.

Marketing:

- Be responsible for marketing St Paul's Church and Community Centre, including physical and social media content. Be proactive in designing posters, flyers, banners and other promotional material, working with external designers and printers when needed.
- Advertise and promote the centre spaces for hire, working with the centre manager and commerce committee to maximise income.
- Ensure that both our physical and digital assets are within brand guidelines, professional and that they promote St Paul's Church and Community Centre in a positive way.
- Oversee the website and ensure that it is up to date; oversee any new website design project. Enable other staff members to edit the website and support our social media.

Other:

- Be a team player who communicates and works well with our volunteers, the staff team, the commerce committee and vicar.
- Support the Centre Manager in the day-to-day operations of running the church and centre, including parish administration, practical tasks and liaison with external contractors, as necessary.
- Be involved in and support special projects, church events and community programmes e.g. ArtsFest.
- From time to time, you may be required to undertake tasks outside the specific tasks listed above.
- Ordering general supplies for centre such as cleaning and kitchen equipment.
- This job description should be read in conjunction with your contract of employment which always takes precedence.
- Be hands on if needed to assist centre manager in managing facilities and occasionally need to help with the setup of the mid-week church services.

Person Specification

	Essential	Desirable
Sales Experience.	x	
Marketing experience including social media.	x	
Administration experience.	x	
Enjoy meeting people, good people skills.	x	
Enjoy and thrive in a sales environment to maximise income.	x	
Good working knowledge of Microsoft Office, including Word, Excel, Outlook and OneDrive.	x	
Sensitive and adaptable, not fazed by dealing with a wide range of people, including those who are socially excluded and disadvantaged.	x	
Willing to get involved in a range of tasks, with a can-do attitude. This will include daily cleaning jobs, practical help and support around the building.	x	

Ability to listen well, follow instructions and complete tasks in a timely manner.	x	
Literate and numerate, with good communication skills.	x	
Quick at ordering supplies and able to pay attention to processes and procedures.	x	
Ability to manage databases and have a working knowledge of GDPR.		x
Be fully supportive of the work and mission of St Paul's Church which includes promoting the Christian faith and supporting the pastoral ministry of the church.	x	
Able to work effectively in a team, contributing positively.	x	
Able to prioritise tasks and good at signposting and referring.	x	
Good Working knowledge of property maintenance.		x

What your working week will look like:

Monday

AM

- Walk around centre with Manager to ensure all is well and everything as it should be from evening bookings the previous night.
- Booking requests & enquiries. Confirmations and door codes to be sent to upcoming bookings.
- First Monday of Month – Invoicing regular clients and chase all outstanding invoices

PM

- Produce and publish commercial social media STORY regarding the public 'WHAT'S ON' this week with links for the public to purchase tickets (if applicable)

Tuesday

AM

- Walk around centre with Manager to ensure all is well and everything as it should be from evening bookings the previous night.
- Booking requests & enquiries. Confirmations and door codes to be sent to upcoming bookings.

PM

- Produce and publish once a month 'what's on' for the following month. This is both a leaflet, flyer, poster for outside and social media posts and stories. Use the three weeks to produce and put the content together and finally print and publish in last week.

Wednesday

AM

- Walk around centre with Manager to ensure all is well and everything as it should be from evening bookings the previous night.
- Booking requests & enquiries. Confirmations and door codes to be sent to upcoming bookings.
- Assist Centre Manager in set up for mid-week Holy Communion

PM

- New Business

- Search, investigate and contact past, present and new business opportunities. Check bookings from previous years from future months and ask if they want to do the same again?
- Find new marketing opportunities, both free and paid to bring in new business, this could be online rental portals, magazines, charity websites, council run initiatives, wedding venue & conference facility websites such as Meet Cambridge & Visit Cambridge.

Thursday

AM

- Walk around centre with Manager to ensure all is well and everything as it should be from evening bookings the previous night.
- Booking requests & enquiries. Confirmations and door codes to be sent to upcoming bookings.

PM

- Produce and publish commercial social media post regarding general commercial letting OR lifestyle in the area (close to train station, local eateries), close to parks.

Friday

AM

- Walk around centre with Manager to ensure all is well and everything as it should be from evening bookings the previous night.
- Booking requests & enquiries. Confirmations and door codes to be sent to upcoming bookings.

PM

- Website updating
- Produce and publish content for Sunday service as a POST and STORY