



St Mary's Church Parish Rooms Management Committee

Job Information Pack – The Parish Rooms Manager

Employer: The Parochial Church Council of St Mary's Church, Market Drayton

Post: Parish Rooms Manager

- Permanent position (following a minimum 3-month probation period).
- 10 hours per week. Flexibility will be required as to how the hours may be worked in any given week, subject to the operation and usage of the Parish Rooms.
- Salary - £5,720/annum (£11/hour).

The Parish Rooms (PRs) is looking for an enthusiastic and committed person to take on the role of Manager. This is an interesting and flexible role with a varying workload, and provides an opportunity to help manage, look after and develop this primary asset of St Mary's Church's as place of community outreach. As a key part of the the interface between the church and the community applicants will, therefore, need to be sympathetic to the vision, Christians values and ethos of St Mary's.

There are no fixed working hours, except for times when you will be required to open and close the PRs for users. This may involve working some unsocial hours, for example occasional weekend or evening working.

The Parish Rooms hosts a wide variety of groups and events, from regular Church activities including a Foodbank and Christians Against Poverty Centre, alongside community users who visit the PRs weekly, to one-off hirers who hold parties and other events at the PRS. The Manager is a key individual in ensuring the smooth and effective running of the PRS. The role involves in managing your own time, and would suit a motivated and organised person used to working on their own initiative. The role involves supervision of one person, the PRs cleaner. You will be responsible to the Management Committee, and report to them regularly. You will have access to shared office space at the church when needed.

About the Job

The PRs Manager has the following key responsibilities:

- Managing bookings
- Providing information and instruction for users
- Managing access to the PRs
- Billing users and handling payments
- Responding to emergencies

- Keeping accurate records
- Managing the performance of routine checks and tests
- Managing the maintenance of the PRs
- Managing the cleaning of the PRs
- Communicating with users and the community
- Liaising with the Management Committee

A mobile phone and lap top will be provided for the Manager to use for work purposes only and to respond to PRs enquiries and emails. There is also a dedicated email address for the PRs.

Full details are in the Job Description at pages 3 and 4 of this pack.

About you

We are looking for an enthusiastic, motivated person with the following skills, competencies and attributes:

- Good communication skills (both verbal and written). The role involves considerable interface with users and other members of the public, so you'll need to be calm, approachable and responsive.
- Good organisational skills, to enable you to manage bookings and users effectively.
- Basic competency in English and maths.
- Basic IT skills, for example in use of email, spreadsheets and online calendars.
- The ability to work independently and manage your own time, under minimum supervision.
- Good team working skills (you will be managing the cleaner), and an ability to work with contractors to plan and deliver maintenance work.
- Basic physical fitness, to enable you to access all areas of the site, move chairs/tables etc.
- Past experience in managing public venues would be useful, but this is not essential.
- There is a Genuine Occupational Requirement that the post holder is able to represent a church view, make a Christian response and reflect Christian values to enquirers.

How to Apply

Complete the application form and send it to Revd Catherine McBride by e-mail to vicar@stmarysmarketdrayton.org.uk or by post to The Vicarage, Mount Lane, Market Drayton, TF9 1AQ.

Closing date for applications: 14th October 2019.

Interviews will be held on 24th October 2019. If you are unavailable on this date, please note it on your application and state when you would be available for interview.

The Parish Rooms Manager – Detailed Job Description

Post is responsible to the Management Committee

1. Manage PRs Bookings

- a. Take phone calls from enquirers. Check PRs mobile phone messages and email at least daily and respond to queries within 24hours (Monday-Friday).
- b. Effectively manage bookings to maximize PRs usage and availability.
- c. Maintain the bookings diary and keep billing details up to date.
- d. Send out letters and booking forms to hirers.
- e. Show prospective users around the PRs and provide necessary advice and information.
- f. Keep the website up to date with bookings and event information.
- g. Keep an up-to-date calendar for all bookings.

2. Provide instructions and information for users.

- a. Give users instructions on the policies and procedures of the PRs.
- b. Provide information on the use of the PRs - e.g. emergency exits, fire-fighting equipment, heating, lighting, refuse disposal, and locking up procedure.
- c. Produce and display appropriate signage within the PRs to assist users.
- d. Deal with any questions or complaints arising.

3. Manage access to the PRs.

- a. Allocate keys to regular users. Give spare key out to casual users as appropriate.
- b. Open and close the PRs for 'one-off' users as necessary.
- c. Carry out checks for damages as soon as possible, following 'one off' users.
- d. Advise users of any reparation costs if damage is found. Send any forfeited deposits to the Treasurer.

4. Billing and handling payments.

- a. Invoice and take all payments (including deposits) from casual/one-off hirers.
- b. Receive cash payments and some cheque payments from regular users.
- c. Chase up regular users for outstanding payments as necessary.
- d. Pass all money received to the Treasurer for banking.

5. Emergency response.

- a. Respond immediately to **emergency** calls from PRs users. This may involve some 'out of hours' activity in the event of a genuine emergency.
- b. Explain to users how and when non-emergency calls will be dealt with, as appropriate.

6. Record keeping.

- a. Maintain a record detailing the use of the PRs by regular users.
- b. Keep accurate records of all money received and forwarded to the Treasurer.
- c. Keep an up to date register of all key holders and key deposits.
- d. Forward copies of financial records to the Treasurer as he requires.
- e. Complete weekly timesheets and forward these to the Treasurer.
- f. Maintain a logbook of regular servicing and repairs

8. Carry out routine checks and tests.

- a. Test fire alarms on a weekly basis and emergency lighting monthly. Keep registers for both up to date.
- b. Arrange for annual maintenance testing of fire equipment and electrical equipment; and gas boiler service.
- c. Check First Aid Kits monthly.
- d. Carry out any other routine tests of equipment as necessary.
- e. Undertake seasonal tasks e.g. changing timers/clocks/heating times etc.
- f. Review comments book weekly and respond to entries as necessary.

9. PRs maintenance.

- a. Oversee basic maintenance e.g. change light bulbs etc.
- b. Keep a maintenance schedule and build-up a list of 'useful contacts' for carrying out small maintenance tasks.
- c. Arrange contractors immediately for small repairs.
- d. Acquire quotes and liaise with Committee members for more expensive repairs.
- e. Maintain the PRs' inventory of equipment and report when items need repairing or replacing.
- f. Keep noticeboards up to date, both inside and outside of the PRs.
- g. Dispose of unclaimed lost property and other items left at the PRs.
- h. Purchase consumables such as cleaning items, toilet rolls, tea, coffee etc.

10. PRs cleaning.

- a. Supervise the cleaner.
- b. Check on the general cleanliness and upkeep of the PRs on a weekly basis.
- c. Keep the cleaner advised on a monthly basis of forthcoming bookings, to enable access for the purpose of cleaning. If a booking is made at short notice, advise the cleaner so that they can update their list.
- d. Organize and maintain a cleaning schedule.

11. Liaison with the PR Committee.

- a. Meet with the Chair of the PR Committee on a monthly or bi-monthly basis, for supervision and review.
- b. Communicate regularly with the Chair of the Committee as needed.
- c. Attend bi-monthly Committee meetings to provide updates on the running of the PRs.
- d. Undertake tasks generated at the Committee meetings within the PRs managers remit.

12. Governance and Safeguarding

- a. Be aware of data protection requirements. Be aware of and comply with parish and diocesan policies and guidelines relating to the protection, health, safety and security of children and vulnerable adults. Be aware of and comply with the policy of reporting any concerns to the appropriate person. Ensure compliance with relevant safeguarding, health and safety or data protection legislation.
- b. As an employee of St Mary's PCC an enhanced disclosure will be required through the Disclosure and Barring System, as part of the Diocese of Lichfield's pre-employment checks and the necessary safeguarding training will be undertaken.