

Front of House Manager

Job Overview

The role of Front of House Manager at St Dionis isn't just an administrative position. It is an opportunity to creatively and innovatively shape how we communicate with our community. You would be the first point of contact for anyone connecting with St Dionis. With a warm nothing-is-too-much-trouble attitude you can actively demonstrate the love of Jesus that people often struggle to associate with the modern church. A cup of tea, a phone call, an attentive greeting can change someone's day and maybe eventually their life. It is the ideal position for someone proactive and positive who is passionate about promoting the church and making sure the marginalised, isolated and cast-aside feel at home here.

Main Tasks

Welcome/foyer – 'you never get a second chance to make a first impression'

- **Greet all visitors and enquiries at the door (extend conversation with visitors where appropriate). Be prepared to show visitors around the building (extend an invitation to services, events & other activities where appropriate).**
 - *This will fluctuate depending on the church calendar, but should amount to c.60% of time.*
- **Ensure the foyer is a clean, tidy and inviting space for visitors.**
- **Accept/sort post & deliveries; respond to all enquiries (phone, answerphone and website); manage the admin inboxes (Admin@, hello@).**
- **Manage visiting hours around church bookings.**

Church building, events and bookings – 'the church is here for you every day of the week'

- **Manage St Dionis & Mission Hall calendars/bookings (schools -liaise with our Children & Families pastor, Worship events – liaise with worship pastor). Ensure forward facing Calendar is up to date.**
- **Organise one-off church events (Weekend Away, Parsons Green Fair, Focus, all-together lunches, HTB network days, post-5 socials - not children & youth or worship events) with the support of the DOps.**
- **Manage the Social Media.**
- **Book in & manage the logistics (update log book & registers; issue certificates and invoices) of Baptisms, Weddings and Funerals, liaising with clergy (& Director of Operations if necessary).**
- **Manage routine on-site maintenance work/visits from Eco-lab, Precision (PAT testing, lightning), Shared Access, gardener & cleaner. Liaise with the council re rubbish bin collection.**
- **Update/replenish displays & flyers (including welcome packs, GA envelopes etc) in the church & foyer; update noticeboards inside and outside the church.**
- **Ensure the main church building is kept clean, tidy and inviting.**

Church logistics – Sunday is one of our main 'shop windows'

- **Report Sunday numbers on church database & Register of Services book**

- *Update church database with new contacts from Connect cards/emails*
- *Manage ChurchSuite rotas, planning module and the admin of new members, LG changes, integration/flows*

Admin support – ‘now you are the body of Christ and each one of you is a part of it’

- *Support the Vicar/Director of Operations in admin tasks (expenses, phone messages, routine email etc).*
- *Take stock & order any supplies (church, stationery etc) that are needed, including particular needs for each area of ministry.*

Personal characteristics and relevant skills required

- *A warm and friendly ‘people person’. Relaxed demeanour with a warm and inviting personality.*
- *Excellent verbal communicator. Active listener and superb visitor-service skills.*
- *Interruptable. Adept at managing multiple tasks in a public space without getting flustered.*
- *Sensitive pastoral awareness. Capable of dealing with people in need or in a crisis. Trustworthy in handling confidential information.*
- *Organised. Able to keep on track with routine admin tasks when it’s busy, quiet and amid the occasionally unexpected. Perfectly happy to be ‘interrupted’ for a phone call or by a visit in person.*
- *A willing heart. Prepared to go ‘the extra mile’ and able to appreciate, with enthusiasm, the values and ethos of a voluntary organisation.*
- *Able to work happily within the authority structures of the Church of England. They will be expected to be (or become) an active member of St Dionis church.*

Working arrangements

- *Working hours: 37.5 hours per week (8.30am – 4.30pm)*
- *Holiday: 20 days pa (+ bank holidays & time between Christmas & New Year)*
- *Salary: £25K pa.*
- *Reporting: The Front of House Manager will be employed by the Parochial Church Council and will report directly to the Director of Operations.*
- *Office Location: The Church Office, 18a, Parsons Green, SW6 4UH.*

Equal Opportunities

St Dionis is an equal opportunities employer and will seek to ensure that every applicant for a job, and every employee, shall be given equal opportunity whatever his or her personal status, except in a matter of:

- *religious belief, in any case where the Christian base of the work is declared and is seen clearly to require membership of or links with the Church, or sympathy with the aims of the Church; and*
- *offending background, in any case where the criminal record history relates to the requirements of the post.*