

# Parish Administrator

The Parish Administrator plays a vital public-facing role at the heart of parish life. As the first point of contact for phone calls, email enquiries, and door visitors, the Administrator will demonstrate the warmth, professionalism, and efficiency that reflect the mission of our church. The post holder will support the smooth day-to-day running of parish administration, ensuring excellent communication, record-keeping, hospitality, and logistical support across our ministries and events.

They will work closely with the Parish Priest and Director of Parish Life and Mission, providing support where needed and taking initiative in ensuring the office functions well. This role requires a confident and competent administrator, able to handle a range of tasks independently, while also contributing to a collaborative and mission-focused team environment.

## Key Responsibilities

### Communication and First Point of Contact

- Greet visitors at the door and answer parish phone calls.
- Monitor parish email inboxes, providing responses, holding emails, and referring to appropriate team members.
- Ensure every enquiry receives a timely and appropriate response within 2 working days.
- Keep records of key communications where appropriate and maintain a clear audit trail.
- Provide Fr Stephen with weekly updates on liturgical and pastoral events, key dates, and seasonal parish themes.

### Administrative & Logistical Support

- Maintain and update parish records for baptisms, weddings, funerals, and other sacramental events.
- Produce and maintain sacramental paperwork using existing systems; ensure forms, fees, and deadlines are tracked, and updates are sent to places of baptism where appropriate.
- Organise office and facilities supplies and oversee stock levels, ordering when needed.
- Oversee deliveries, storing items appropriately, so as to maintain tidy, functional office and public spaces.
- Print and prepare weekly materials as needed (e.g. Mass sheets, choir resources, signs).
- Work with the Director of Parish Life and Mission to maintain records of services, site visits, fire alarm checks, and other site maintenance.

### Event and Programme Support

- Provide logistical support in advance of parish events and programmes (e.g. Alpha, Pot Luck lunches, New Parishioner events), including printing, set-up, signage, and tech.

- Support seasonal liturgical preparation (Advent, Lent, Easter, etc.).
- May take on greater event support depending on capacity and workload, in consultation with the line manager.

### **Volunteer & Hospitality Coordination**

- Maintain ChurchSuite rotas for volunteers, ensuring smooth running and flagging gaps.
- Provide communications and support for rota-based ministries (e.g. readers, stewards, hospitality teams).
- Coordinate hospitality logistics (tea/coffee, refreshments) for parish events and ensure supplies are monitored.

### **Financial and Donor Admin Support**

- Process basic financial tasks, including creating invoices, monitoring bank transactions, and responding to giving enquiries.
- Maintain donor records and issue thank-you letters and annual acknowledgements.
- Track grant opportunities and prepare summary materials for the Director of PLM, Director of Youth Ministry, or Parish Priest to act on.

### **Database and Systems Oversight**

- Maintain ChurchSuite database: updating records, following GDPR guidance, and implementing flows for newcomers.
- Track onboarding of new parishioners from physical sign-up forms to digital records.
- Ensure processes for database updates are transparent, documented, and accessible to other team members.

### **Publications & Communications**

- Proactively collect testimonies and stories for newsletters and magazines throughout the year, ensuring all relevant permissions are in place.
- Coordinate the production of a monthly printed newsletter: coordinating input, layout, and printing.
- Collaborate with the team to ensure all materials align with the parish mission and tone.
- Oversee supplies of forms and publications at the back of the church, including electronic advertising in the porch.

### **General Administrative Support**

- Provide occasional administrative support to the Parish Priest (e.g. booking meetings, drafting replies, monitoring emails).
- Manage ad hoc tasks to support the wider team and contribute to a positive, organised office culture.
- Minute and diarise meetings where appropriate.
- Take responsibility for the efficient and ordered functioning of the parish office ensuring a consistently neat and tidy work space in order to support and enhance the ministry of the wider parish team.

# Person Specification

## Essential:

- Friendly, professional and engaging disposition
- Proven administrative experience in a busy or public-facing environment
- Excellent written and verbal communication skills
- Confidence using Apple software (Pages, Numbers, Mail), and comfort with technology such as business phones and multifunction printers
- Strong attention to detail and the ability to manage multiple tasks simultaneously
- Able to work independently and take initiative, while also contributing to a team
- Strong sense of discretion, confidentiality, and professional conduct
- Willingness to adapt to the evolving needs of parish life

## Desirable:

- Familiarity with ChurchSuite (or other CRM/database platforms)
- Experience in a church or non-profit setting
- Understanding of Catholic parish culture and ethos
- Ability to use Microsoft Outlook and Teams where required
- Practising Catholic who is engaged with and committed to the life and mission of the parish

## Terms & Context

- Job title: Parish Administrator
- Reporting to: Jointly to the *Parish Priest* and *Director of Parish Life and Mission*
- Place of work: On-site at St Elizabeth's Catholic Church, Richmond
- Working hours: 15 hours per week, Monday to Friday, 9:30am–12:30pm (minor flexibility possible if consistent and agreed in advance, e.g. adaptations to working patterns may be possible if volunteers are trained to support cover)
- Contract type: Permanent, subject to a 6-month probationary period
- Rate of pay: £15-17 per hour dependant on experience.
- Holidays: Statutory holiday entitlement, pro-rata to hours worked
- Pension: NEST pension scheme (diocesan enrolment)
- No provision for home working
- Training and formation opportunities will be supported where relevant