

Online Pastoral Assistant

Job Description

Main Purpose of the Role

To support the Online Venue Pastor in the role of managing the communications and interactions of Everyday Church Online by ensuring that the correct actions and responses are implemented in order to best serve, develop, support, disciple and grow the online church community.

Reports to: Online Venue Pastor

Liaises with: Online congregation, those new to online church, and all other online enquirers.
Relevant Everyday staff, team members and suppliers.

Place of work: Everyday Church in Wimbledon.

This position is for **15 hours** a week (Mon 9am-3pm, Wed 9am-3pm, Fri 9am-3pm, with an hour unpaid for lunch).

This is currently a fixed term part-time contract terminating 12 months after the start date.

Key Responsibilities

Online Communications

- First point of contact for all online communications.
- Encourage potential newcomers with a variety of welcome strategies to connect with Everyday Church online.
- Create opportunities for individuals to make a first stage commitment, acknowledging this will require respect for each individual's need for follow up.
- Set the tone of what is expected and how people are welcomed and processed correctly.
- Take ownership and management of the online@everyday.org.uk email account, processing emails promptly and accurately by identifying the best form of response and action.
- Monitor the social media communication channels to create relevant posts and articles, and ensure responses are actioned promptly and appropriately for:
 - Facebook Page
 - Instagram
 - Twitter
- Assess people's support and connection requirements efficiently, accurately, and where there are people who do not wish to remain within the online community their accounts are appropriately closed following data protection guidelines.
- Filtering all communications and received into the following categories for processing:
 - Seeker Circle Group
 - Church Circle Group
 - Planter Circle Group
 - Prayer Request
 - Online Venue Pastor
 - No Further Action
- Clear communicator and ambassador for the Online Venue and its vision, taking every opportunity to promote and get people connected to the online church community.
- Ensure all individual's personal data is processed appropriately following GDPR guidance, including the management of data subjects rights.

Pastoral Care

- Managing pastoral care communications, ensuring that they are dealt with in a firm and fair manner that helps direct and connect them efficiently to the best group/individual for them.

- Maximise the time allowed verses the number of people to interact with, ensuring more discipleship in action with greater connection, instead of just ongoing communications that yield no further fruit.
- Quickly understanding and identifying the need of others and the best action to take.
- Supporting people from around the world through a global and kingdom mentality.

Administration

- Monitoring communications and how people connect and progress through the Online Venue and be able to show clear stats of process flows and numbers.
- Proactively help to continue to improve the communications systems (email, social media, ChurchSuite, etc ...)
- Managing Online Venue data for ChurchSuite.
- Helping to increase inward giving through improved communications with donors through regular updates, thank you letters and other forms of communications.
- Any other reasonable duties as agreed with the Online Venue Pastor.

Other

As a charitable Christian organisation, the post holder must be committed to and embrace Everyday Church’s ethos. This post has been identified by the employer as one which has an Occupational Requirement to be filled by a Christian under the provisions of the Equality Act 2010 Schedule 9 Part 1 section 3.

The post holder will, at all times, carry out his/her responsibilities with the utmost respect for the protection of children, young people and vulnerable adults in accordance with the church’s Safeguarding Policy.

Person Specification

	Essential	Desirable
Education Willing to undertake relevant training as necessary	<ul style="list-style-type: none"> • GCSE or equivalent including Maths and English • Good level of literacy. 	
Experience	<ul style="list-style-type: none"> • Proven experience of pastoral care and support. • Proven experience of working with Microsoft Office or equivalent. • Mastering new office systems and software. 	<ul style="list-style-type: none"> • Working in charity or church sector.
Skills/Abilities	<ul style="list-style-type: none"> • Proven planning and project management skills. • Ability to manage priorities and meet deadlines. • Ability to relate well to people at all levels of the organisation and outside. • Excellent interpersonal, presentation and negotiation skills. • Able to deal with confidential information. 	<ul style="list-style-type: none"> • Good knowledge of social media. • Some knowledge of GDPR and data protection and security. • Some knowledge of other cultures outside of the UK and Europe.
Personal Qualities	<ul style="list-style-type: none"> • A self-starter with ability to lead, motivate and develop others. • Integrity, flexibility, team player. • Willing to sign the Evangelical Alliance Statement of Faith and be committed to the outworking of Everyday Church’s Mission, Values and Beliefs. 	