



JOB DESCRIPTION – Administrator & Network Coordinator

JOB TITLE:	Administrator & Network Coordinator
REPORTING TO:	The Board of Directors. (1 Director will be appointed by the Board to act as Line Manager)
PURPOSE:	UCAN is a developing network, with a growing membership who are involved in different spheres of church administration. The Administrator & Network Coordinator will administratively support the function of the network, be the first point of contact for new and existing members' enquiries and will support and service the Board of Directors in their strategic oversight and responsibility for UCAN.
TASKS:	These can vary from week to week but are essentially:

General Administration

With the exception of the training events, conferences and local groups, UCAN operates virtually without a physical base. The Administrator will be the primary means of servicing the administrative needs of the network and providing a face and physical presence to the 'virtual office'.

- Virtual Telephony (VOIP), responding to membership enquiries and helpline requests
- Monitoring and responding to enquiries generated from the network's primary email address and web forms
- Monitor and respond to post received via a virtual SharePoint mailbox

Membership

UCAN is a relational network. Its members are of prime concern and a timely and servant-hearted response to membership matters is crucial.

- Manage the network's membership database, adding new members, updating members' details and removing/downgrading members as their membership lapses
- Liaise with the volunteer leadership of UCAN Local Groups within the network to record and communicate their activity

Communication

As a dispersed network, communication is vital to the success and effectiveness of UCAN.

- Prepare & send out a monthly resource email to the membership, consulting with the Directors for creative and content input
- Manage (potentially alongside volunteers) UCAN's social media presence, ensuring the network has a professional, vibrant and engaging online presence
- Implement regular content updates to the website
- Help promote the network through digital and print media campaigns.

Finance

UCAN is a not-for-profit Company Ltd. By Guarantee. Banking and accounting records are maintained on expenseplus, a simple and easy to learn cloud-based finance system.

- Manage the payment of invoices and the reimbursement of expenses
- Maintain basic book-keeping records using the expense-plus platform

Events Coordination

UCAN organises an annual Senior Managers Conference (alternating years: residential/non-residential). In addition, UCAN hosts a programme of Area Training Days, with 3-6 happening each year.

- Support the organisation of training events by booking venues, speakers and making other administrative arrangements under the oversight and direction of the Board of Directors and volunteer events committees.

P.A. Support to the Board of Directors

UCAN is led and overseen by a volunteer group of 6 Directors, geographically spread around the UK. Directors meetings are usually held in central London.

- Communicate regularly with the Directors, to support their administrative needs, to aid diary management and meeting coordination, and to help respond to email and telephone correspondence
- Take meeting minutes as required
- Type up notes & dictations and prepare handouts, PowerPoint slides, and other resources in support of the Director's training and consultancy commitments.

THE UCAN TEAM:

The Directors: Andy Bagwell, Joyce Gledhill, Kevin Lawrence, Julian Mander, Jules Morgan & Colin Rye

The Cutting Edge Conference group: Brian Howells, Julian Mander, Mark Parsons, Irene Nash, Becky Thomas

PERSON SPECIFICATION

GIFTS AND ABILITIES

The jobholder should:

- Possess significant organisational skills sufficient to operate the schedule and tasks of a busy office;
- Possess strong interpersonal skills and the ability to communicate effectively with a wide range of people – clergy, staff, church members, volunteers, visitors - in person and in writing, in a disciplined manner and exercising sound judgement;
- Be able to deliver efficient (task-oriented) support while responding to the network membership with an accessible and pastoral edge (people-valuing)
- Be methodical and detail orientated
- Be able to plan, organize, coordinate, and set priorities using skills in independent judgment and decision making in order to meet deadlines and effectively serve church members and the community;
- Be flexible, a committed team player and have a sense of humour.

EDUCATION AND QUALIFICATIONS

The jobholder should:

- Possess good formal education to a minimum of 'A Level' and ideally possess a qualification related to Administration or Management

KNOWLEDGE

The jobholder should have:

- Good secretarial skills
- An understanding of the needs and priorities of a busy team and how to administer a membership network
- High level of proficiency with IT systems, in particular Microsoft Office and ideally ChurchApp (although both can be learnt easily)

EXPERIENCE

The jobholder should:

- Ideally have a working knowledge of church administration, having worked in an employed or voluntary capacity within a church setting.
- Have experience working with staff and volunteers

MAIN TERMS AND CONDITIONS

Hours	The post is part time, available up to 14hrs p/w, to be worked on a flexible basis by agreement with the Board of Directors. Regular monitoring of incoming communication routes will be required on at least 4 working days each week, with a requirement that enquires are responded to within a maximum of 48 hours (Monday – Fridays) and that weekend enquiries are responded to by 12noon on Mondays.
Salary Range	Up to £8,800p.a – (Based on a Full Time Equivalent of £18,500 - £22,000 p.a.)
Holidays	25 working days per annum, pro rata
Pension	UCAN will contribute 10% of your gross salary into a workplace pension scheme.
Work base	This is a home-working position, servicing a ‘virtual’ office. UCAN will make a contribution towards a personal broadband internet connection for the worker. A home working risk assessment will be completed upon appointment.
Travel	Some travel to Directors meetings (central London) and UCAN events may be required. Travelling expenses will be covered in line with UCAN’s policy.