

**St Mary Redcliffe, Bristol**  
**Job Pack**  
**Volunteer Coordinator**



# St Mary Redcliffe, Bristol

St Mary Redcliffe is an iconic church building of international significance, offering thousands of visitors a friendly welcome: but we are much more than that. We sum up who we are, and who we are becoming, in the following vision statement:

## **St Mary Redcliffe is singing the song of faith and justice**

- as a thriving, inclusive Christian community
- as a welcoming, recognised heritage destination
- as a church that makes a difference in the parish and beyond
- all animated by a progressive and sustainable organisation

(We don't talk as much about the last line, but it's the engine which drives all the others and the Volunteer Coordinator role is critical to that part of our aspirations.)

### ***a thriving, inclusive Christian community***

Over the nine years of the current vicar the church has grown in number a lot. We now have over 100 children in our Sunday School as well as another 40 in the choir. We are a traditional church, which means we wear robes and have choral music in our services. However, we are also radical in what we believe about God and Jesus and the church. As we say on the website: *The current generation of 'SMR' is a diverse community: old and young, rich and poor; Bristol-born and migrants to the city; Redcliffe through-and-through and newcomers to the church; diverse in ethnic background & cultural identity and in relationships & family circumstances; with varying levels of physical & mental health & ability and understanding of gender & expression of sexual identity.* We are all God's people, equally valued, equally loved and equally welcomed at SMR.

### ***as a welcoming, recognised heritage destination***

We already get thousands of visitors every year and the business plan for our major development project shows that growing to at least 150,000 in the first five years. Project 450 will see better café, shop, interpretation, exhibition spaces, and toilets; parts of the church opened to the public for the first time in a hundred years; and new education centre and events venues. We are expecting to put in a planning application towards the end of 2022. We have stories to tell – not least our involvement in the transatlantic trafficking of enslaved Africans – and treasures to share to help visitors learn about our history and to experience the good news of the Christian faith.

### ***as a church that makes a difference in the parish and beyond***

St Mary Redcliffe serves a parish that is one of the most deprived in the country: 784<sup>th</sup> out of 12307. In the Indices of Multiple Deprivation, the parish contains a ward in the top 1% nationwide for children living in households of poverty. It's not what people think of when SMR comes up in conversation. The Christian faith calls us to 'love our neighbour' in very practical ways. We now fund nine days a week of professional community development work and have recently taken over a shop unit on Redcliffe Hill in a Community Asset Transfer with the City Council to run as a community hub. During the pandemic we were nominated by the City Council as one of twelve 'anchor' points around the city and only two of those were churches.

### ***all animated by a progressive and sustainable organisation***

This is where you – and the rest of our fabulous staff team – come in. Without a strong, energetic, creative and committed team less of the above would happen: with a stronger team, we can make an even bigger difference. It is a small team and all the roles are full-on as Church of England churches have to cover a huge breadth of roles and functions: not just acts of worship in church, or pastoral care of people, or visitor services, or community engagement; not just following all the legalities of running a charity (annual account for the Charity Commission) that works with children and vulnerable adults (safeguarding) in a historic building (health & safety); but also unusual requests like filming in church, conducting a religious wedding following a civil ceremony in another county and burying someone's ashes in the grave of a relative in a closed churchyard.

## **Volunteer Coordinator post**

The Volunteer Coordinator is a new role at St Mary Redcliffe. The post-holder will join the Operations team.

The post-holder will be enthusiastic about supporting the changing dynamic of an organisation through comprehensive support of our varied volunteer teams.

We are looking for someone who understands the journey we are on as a parish church, community hub and heritage destination, and who is enthusiastic about having a significant part to play.

## **Terms and Conditions**

<b>Title</b>	Volunteer Coordinator
<b>Hours per week</b>	18.75 hours over not less than 3 days (some flexibility may be required)
<b>Salary</b>	£27,400 per annum, pro-rata (full working week is 37.5 hours)
<b>Post</b>	Initially a 2 year Fixed Term Contract with the possibility of extension
<b>Pension</b>	Employer Contribution of 8%
<b>Employer</b>	St Mary Redcliffe Parochial Church Council (SMR PCC)
<b>Annual Leave</b>	25 days plus bank holidays, pro-rata
<b>Flexibility</b>	Flexible working is negotiable, however the needs of the organisation must be considered.
<b>Other benefits</b>	Small staff car park available on working days (first come first served) Tea and coffee provided in the parish office

## Role Purpose

The Volunteer Coordinator will be a self-starter and will work with the staff, clergy, church wardens and Community Team in developing a diverse and sustainable volunteering team model for the future. Working with the current specialist volunteer team leaders and key staff, the post-holder will support the administration, training, recruitment, scheduling, management, and celebration of the volunteer teams.

Working with the Operations Manager and other key staff, the Volunteer Coordinator will ensure that there are processes in place to support the needs of the organisation and that they are adapted where necessary. This will likely require new volunteer management software which will need to be procured and implemented.

St Mary Redcliffe (SMR) is changing and expanding and is in the planning stages of a major facilities development project. The post-holder will support the incremental growth of the teams in support of this development and the strategy needed to achieve this.

This will also be a diverse role, working in a new operational team delivering events and exhibitions alongside the church's core functions. This is a key role within a staff team at a church with an exciting future.

## Key Relationships

SMR is a complex organisation, the volunteers work in specialist teams and are engaged in a variety of activities across the organisation - there are many key relationships to the success of this role.

There are several roles associated with welcoming visitors to the church and engaging them with the heritage and traditions of the building. These include the volunteers who provide an exemplary welcome, specialist tours, education visits, run the gift shop and support at events.

Many members of the congregation give their time in support of core worship functions volunteering as readers, servers, wardens' assistants, and as part of the hospitality team. Other roles support , conservation of the building and its setting, including the vestment conservation team, gardeners and the flower team. You will also need to maintain a working relationship with the choir and bellringers.

SMR plays an important role in the local community, with much of the focus coming from the community hub, who are also supported by an active team of volunteers and local residents.

## Reporting Structure

Initially would report to the Operations Manager, although this is currently being reviewed.

## Key Responsibilities

## PEOPLE MANAGEMENT AND LEADERSHIP

- To review all current volunteer practice. Establish a system for the recruitment, retention and training of all volunteers based on sector best practice.
- Work with the volunteer team leaders across the organisation, supporting, enabling and empowering them.
- Diversify the volunteer workforce so that it more directly reflects the audiences targeted for the project.
- Manage and develop the recruitment and training programmes for volunteers.
- Ensure all administrative tasks in relation to volunteers, including rotas, are carried out efficiently and effectively, either personally or by supporting other members of the team to do so.
- Develop relationships with external organisations to maximise the opportunities for volunteering and make sure that these opportunities are made available to a wide range of people.
- To carry out all necessary administration tasks and record keeping, ensuring good communications with the volunteer team to support their retention.
- Deliver activities that celebrate the work and contribution of volunteers.
- Develop and deliver a volunteer engagement survey and report on the results, building a culture of continued improvement.

## VISITOR EXPERIENCE AND CUSTOMER CARE

- To be an advocate for the active involvement of the people at St Mary Redcliffe.
- To develop existing and create new, flexible and open volunteer opportunities to maximise the ability of people to contribute in a positive way and meet the needs of the church and visitor offer.

## EVENTS ORGANISATION

- To work with operational colleagues to ensure the smooth organisation and management of any events.

## FIRE, SECURITY AND HEALTH & SAFETY AWARENESS

- Be aware of Fire and Health and Safety regulations, Safeguarding, GDPR and Inclusivity policies and ensure that all volunteers are adequately and appropriately trained in all areas.

## GENERAL

- The post holder is expected to use their best judgement to make all necessary decisions, whilst deferring when necessary to an appropriate departmental manager.
- Build and maintain excellent relationships with stakeholders, both internally and externally.
- Provide reports and data to managers relating to the volunteer contribution and impact at SMR.
- Work in sympathy with the ethos and values of St Mary Redcliffe.

## PERSON SPECIFICATION

	Essential	Desirable
<b>Qualifications and training</b>	Good general education	Management qualification  First Aid qualification
<b>Experience</b>	At least three years' experience of managing volunteers.  Experience and understanding of best practice in the recruitment and training of volunteers.  Experience of establishing and supporting a diverse volunteer workforce.	Experience of working in a heritage setting.  Experience of working in an ecclesiastical setting.  Experience of an Anglican or liturgical / traditional church.
<b>Technical skills and abilities</b>	Excellent verbal and written communication skills, with the ability to present and explain to different audiences, and understand and capture what people are saying.  Good IT skills. Competent in Microsoft programs including Outlook.	
<b>Personal Qualities</b>	Have an understanding of, and respect for, the Christian faith and be comfortable working on behalf of St Mary Redcliffe Church.  Ability to establish and maintain positive relationships with, and enthuse, people from diverse backgrounds.  Understanding and good judgement with regard to the political and personal sensitivities that can arise when working in communities.  Be aware of equal opportunities.  Use initiative in prioritising own workload, and developing solutions.  Self-motivated, with an energetic and proactive approach to delivery.  A sense of responsibility and commitment to delivering work of consistently high quality.	

	<p>A team-player, with resilience and enthusiasm, and a willingness to work collaboratively and with a high degree of flexibility with colleagues.</p> <p>Organised approach with the ability to set up and implement robust systems.</p> <p>Willingness to work occasional unsociable hours, i.e. evenings and weekends.</p>	
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## Application and Selection Process

### How to Apply

Applicants are requested to send a CV and covering letter.

Applications must be emailed to [jobs@stmaryredcliffe.co.uk](mailto:jobs@stmaryredcliffe.co.uk) no later than **29<sup>th</sup> August 2022**, or received by post at the Parish Office, 12 Colston Parade, Bristol BS1 6RA by that date.

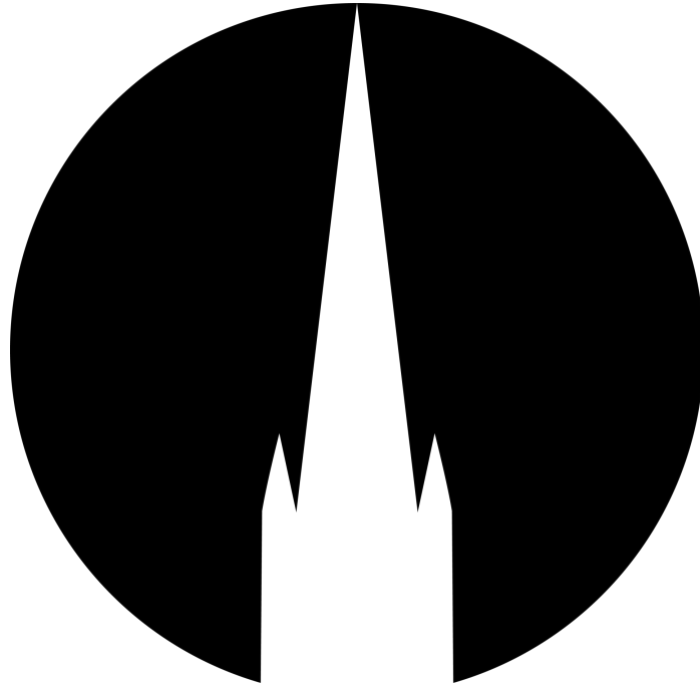
Please contact James Rodliff (Operations Manager), at [james.rodloff@stmaryredcliffe.co.uk](mailto:james.rodloff@stmaryredcliffe.co.uk) if you would like to have an informal conversation about the role.

### Selection

We shall be holding interviews on **Friday 2<sup>nd</sup> September**, please note there is a short gap between the deadline and the interview so please consider this date when applying as successful candidates may be contacted as late as the 31<sup>st</sup> August.

### Safeguarding

SMR's Safer Recruitment process can be found within the Safeguarding policy on the church website. As part of our recruitment process, anyone to whom an offer of employment is made will be required to complete a Confidential Declaration Form. This form is strictly confidential and, except under compulsion of law, will be seen only by those involved in the recruitment/appointment process and, when appropriate, the nominated safeguarding lead or someone acting in a similar role/position. All forms will be kept securely in compliance with the General Data Protection Regulation within the Data Protection Act 2018. Any offer of employment will also be subject to a basic Disclosure and Barring Service check.



**St Mary Redcliffe Church**  
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