

Title: Personal Assistant; Woodlands Church Family (WCF)

Role Description:

To provide personal assistance at a Woodlands Senior Leadership level. To manage their day-to-day communications and diary and support them in their leadership as they enable the mission of the Church.

When undertaking this role there may be times when you come across confidential information, therefore it is imperative that you are highly discreet and maintain confidentiality.

Specifically:

Area of Work	Main tasks and responsibilities
1. Diary/calendar management	<p>Manage and co-ordinate the leader's diaries to include personal appointments, social obligations.</p> <ol style="list-style-type: none"> Act as the point of contact and manage all diary requests to include meetings and appointments; both within Woodlands Church Family, associated Churches, partnering organisations and networks. Ensure all leadership meetings; are detailed in the diary and that the Leaders have all agendas and associated papers ahead of time. Ensure all preaching engagements are in the diary accounting for time required for preparation and with associated notes. Agree priorities on time in advance, non-negotiables. Book in and protect diary commitments for retreat and leadership time. Look ahead at commitments and ensure the Leaders have all the appropriate resources needed for meetings, appointments, preaching and speaking engagements. This will also include pastoral engagements. Identify improvements for the management of diary and calendar commitments. <p>Ensure that the following are also completed:</p> <ol style="list-style-type: none"> Ensuring preaching rota is completed in advance and circulated to all. Ensuring regular line management meetings are scheduled for those managed by the Leaders. Ensuring Leadership and Office time is scheduled. Scheduling of annual reviews for those line managed and co-reviewed by the Leaders. Liaise regarding termly retreat days.
2. Meetings, appointments and speaking engagements	<ol style="list-style-type: none"> To support leadership team meetings in association with the executive/personal assistants and seniors administrators to understand the team's needs and priorities and assist in effectively planning and delivering outcomes from those meetings. To draft agendas and take minutes as requested.

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	<ul style="list-style-type: none"> c. To assist in keeping priorities, actions and commitments on track. d. To set up on-line meetings via teams/zoom and update the diary entry with access details. e. Prepare presentations and handouts for meetings using Microsoft office. f. Prepare slides to aid preaching or speaking engagements using Microsoft office. g. Develop new systems and processes to draw out additional efficiencies.
3. Communications	<ul style="list-style-type: none"> a. Assist in drafting and delivery of key communications coming out of the Leader's office. b. Manage the email accounts triaging and responding to emails to include the use of template responses, filtering and forwarding to others as appropriate (see below). c. Use Churchsuite to send out approved communications by the Leaders including the weekly email, event reminders and discussion notes. d. Liaise with the Central Comms Lead regarding content for monthly bulletins, connect guide, sermon series graphics where required.
4. Triage communication across multiple platforms (including Email inboxes, Teams, Whatsapp and the Woodlands Enquiries inbox).	<p>You will be required to accurately identify and categorise communications to ensure that necessary replies are efficiently sent. This allows for the filtering of spam or unactionable messages and to prioritise a list of actions. This prior identification will also aid your communication points within the week as to what needs to be done. Identify improvements to the triage of communications.</p> <p>Here is a snapshot of the types of communications received by the Senior Leaders:</p> <ul style="list-style-type: none"> • signing off procurement • references • pastoral concerns / requests • staff team and colleague communication • appointments • complaints • confidential material • personal letters and letters of thanks • marketing • prayer requests • external communications • marketing; and • external communications
5. Sunday Service /Ministry related admin	<p>In association with the executive/personal assistants and senior administrators support the</p> <ul style="list-style-type: none"> • Co-ordinating of Sunday service teams, including service plans and arrangements for offerings. • Planning and maintaining of Sunday service rotas. • Co-ordinating and administrating of Baptism preparation and scheduling dates. • Production of rotas for Monday morning team time.

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6. Planning	Consider what additional efficiencies could be made to existing systems and processes across all key areas of work.
7. Ad hoc administration / Hospitality	<p>Occasional support for Events including:</p> <ul style="list-style-type: none">• Set up and welcome for small meetings.• Organising refreshment teams etc.• Hospitality. <p>You may be required from time to time to undertake such other duties as Woodlands may reasonably require.</p>

Reporting: This role will be line managed by Abby Harvey; Executive Assistant.

Requirements: This role requires a commitment to the Woodlands Church Family or another local church.

Last updated: February 2024