



St Andrew's
on The Terrace

Parehua
Founded 1840

POSITION DESCRIPTION

PART TIME FRONT OF HOUSE ASSISTANT

Purpose of the Position

This part time position is designed to work with the Centre Manager and the team to ensure that St Andrew's on The Terrace is a welcoming and hospitable place for venue users and the church community. It will involve setting up rooms to specification, making bookings and issuing contracts and invoices.

Hours

Regular hours will be 16-20 hours per week (0.4-0.5FTE), to help meet the needs of the Centre users and the office. These hours may be flexibly worked and negotiated in agreement with the Centre Manager.

Ideally this person will be available for extended hours to cover for the Centre Manager at times of annual or sick leave, but this is not expected automatically and would be negotiated in each case.

Responsible to

The Centre Manager

The Front of House Assistant is accountable, through the Centre Manager to the Convenor of the Parish Council or the person they designate.

St Andrew's on The Terrace Mission

To create a lively, open Christian faith community, to act for a just and peaceful world, and to be catalysts for discovery, compassion and celebration in the capital

Personal Profile

The person who fills this role should have the following skills and attributes:

Knowledge and Experience

- NCEA Level Three/University Entrance
- 1-2 years experience in a front of house/reception/events capacity

Skills and Personal Attributes

- Be a confident technology user including familiarity with reservation/booking system, office systems and ability to support clients with videoconferencing
- Have an eye for detail and accuracy
- Be physically fit enough to move furniture around the centre
- Be a “people person”, with a passion for customer service and responsive to client queries
- Proficiency with website management and basic website maintenance to enhance the Centre user experience
- Understand and commit to St Andrew’s values of inclusivity and to our identity as a progressive Christian community
- Be comfortable within a cross cultural situation
- Enjoy working in a team with other staff and volunteers and be willing to ‘pitch in’.

Functional relationships

- Centre Manager
- Parish Administrator
- Facilities Assistant(s)
- Minister
- St Andrew’s Centre users
- Parish Council
- Members and visitors to St Andrew’s on The Terrace
- Membership of St Andrew’s team (a mix of paid and voluntary workers)

Budget responsibility

None

Primary accountabilities

- Effectively manage reservations process so that facilities are optimally utilised
- Day to day office and facilities management including set up, pack down, set up of technology and provision of tea and coffee to desired standard
- Provide general support to all Centre users with a strong sense of welcome and hospitality
- Work under direction of Centre Manager for issuing contracts and invoices
- Ensure technology is well maintained (screens in meeting rooms, IT provision)
- Maintain the St Andrews Centre website

Secondary accountabilities

- Work with the Centre Manager to ensure that the church building, worship space and ancillary buildings are kept clean, tidy and appropriately supplied
- Complete other tasks as may be requested by the Centre Manager from time to time.

Strategic context

The six key pillars of our work at St Andrew's are:

1. Worship

St Andrew's will provide a range of worship experiences. Our worship will enable people to express Christian faith in ways that are participatory, intellectually honest, creative and contextual. Worship activities value the contributions from many from inside and outside the St Andrew's community.

2. Community and Place

St Andrew's is a caring community, where everyone is valued, and included regardless of age, race, class, ethnicity, gender, religion, or sexual orientation. We seek to strengthen our public identity as a progressive, welcoming, thinking church that connects with people in Wellington and New Zealand.

3. Theological Education and Reflection

St Andrew's contributes to debate and thinking on spiritual, political, cultural and ethical issues. We value education that makes sense of our lives and our religion, making connections between our personal spiritual journeys and broader theological questions. We endeavour to express faith in ways that connect to our diverse context in Aotearoa in the 21st century. We advocate a theological ethic that empowers people to live sustainably on planet earth. We identify with the world-wide Progressive Christianity movement and are active in interfaith activities in Wellington city and nationally.

4. Faith In Action

St Andrew's expresses its faith commitments in social justice and service. St Andrew's life is marked by an awareness of and commitment to global peace and justice, including economic and environmental justice. We will work to make a difference in the local community in connecting diverse communities and promoting social cohesion and reconciliation. We are committed to sustainability through care of the environment; care for people and places.

5. Spirit and the Arts

As a renowned music and arts venue, St Andrew's nourishes the spiritual life of the city. We seek to develop further a ministry that links spirituality and the arts.

6. Care of Resources

St Andrew's Centre provides a place of welcome for all people; an accessible and affordable meeting place in the city for a range of groups and a sustainable income for the community. We will foster a culture of generous giving. The operational finances of St Andrew's will be sound and meet accepted accounting practice standards. The structures and processes of the church will be efficient and effective in responding to needs and opportunities. We will be responsible and caring employers of the people who work at St Andrew's including being an accredited Living Wage employer.

This position description may be updated from time to time.

July 2022