



ADMINISTRATION TEAM MEMBER



VOLUNTEER CODE OF CONDUCT

We at **St Francis** seek to put God at the centre of who we are and all that we do. Church is not just about Sundays, but the whole of life. Whether we are alone or with others, we are always the church – called into relationship with God through His love and kindness.

We intend our Sunday services to honour God and to equip us for doing Life with God during our whole week with family, friends and work colleagues.

We believe that our behaviour should be of a high ethical standard that brings glory and honour to God. We believe that every human has been made in the image of God and as such should be treated with dignity and respect. Our desire as a church team is to inspire, encourage and build one-another up in our efforts to glorify God in our work and we value living in accordance with the gospel.

Helpful practises to consider in a volunteer role:

- 1) Carry out our duties in a way that glorifies God and honours his Church.
- 2) Treat everyone with care, kindness, honesty, love and respect regardless of their race, gender, sexuality, position or religious beliefs.
- 3) In all financial matters act with integrity and transparency, being able to give an account publicly for all monies handled by us on behalf of others.
- 4) Encourage and support each other and church members.
- 5) Where disagreements or grievances occur and a resolution is not forthcoming, we will seek additional assistance.
 - a) In instances of conflict or division, we will make every effort to biblically pursue reconciliation and resolution.
 - b) Issues pertaining to criminal actions, allegations of abuse, serious misconduct, bullying or sexual misconduct will be referred to the appropriate authorities.
- 6) When interacting with minors (people under the age of 18) we shall promote trustworthy and honest relationships between minors and adults. It is essential that all volunteers understand and apply the principles of the Church of England Code of Safer Working Practice see link to [Safety and Wellbeing](#) at the bottom of our on our website home page (st-francischurch.org.uk)

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Thank you very much for being willing to give your time to help us serve our church family and visitors. The work of a church office varies from week to week and no day is the same. Often the first port of call for visitors, the most important qualification is being able to give a friendly welcome, both in person and over the phone. Tasks will be agreed between the volunteer and the Operations Manager, depending on time available, need and expertise.

Below is a list of the type of jobs which a volunteer may be asked to consider.

- Staffing the Parish Office at times agreed, answering the telephone and greeting visitors & room hirers
- Working with Churchsuite, the church database (in particular recording new people, bookings in the church calendar and managing rotas)
- Sourcing articles for and proof-reading/editing the parish magazine and the website
- Printing documents/fliers etc in time for Sunday services and ordering photocopier supplies
- Dealing with suppliers (e.g. ordering stationery, coffee or arranging printing)
- Undertaking the administration for Baptisms, Weddings and Funerals.
- Collating reports for the APCM
- Preparing designs for social media or fliers
- Tidying the noticeboards and leaflets in Church
- Cleaning and sorting out kitchen cupboards
- Welcoming and hosting, perhaps providing tea and coffee for a large meeting
- Keeping the church building clean and tidy.
- Gathering teams for events such as a barn dance.
- Organising one-off or annual projects such as the electoral roll or the inventory.
- Checking that we comply with requirements in a specific area such as Health and Safety or GDPR
- Looking to see that our systems are easily accessible for staff, customers and visitors. For example, Is our room booking information up to date and available on the website? Are there visible instructions for using all equipment in every room? Do we have clear fire safety instructions and are all the first aid kits in date? Are all the required policies up to date?
- Keeping the Prayer Room clean and tidy and suggesting ideas for the walls/activities

Use of ChurchSuite. For the purpose of your role, you may be granted access to ChurchSuite, our membership database. This represents highly confidential information, the majority of which is personal to individuals and some of which is sensitive. Please ensure you treat this with the strictest confidence, only use it for the purposes aligned to your volunteer role and please do not discuss or share it with unauthorized persons. All personal data should be used in accordance with St Francis Church's data protection policy and our safeguarding procedures and protocols. Details of these are available upon request.

Illness

If you are unwell or have a persisting illness on the day you are scheduled to serve, please let the Church Administrator know on 07837 968417.