

Job Description

Parish Operations & Church Secretary

St Michael's Anglican Church, Bryanston

Position Title: Parish Operations & Church Secretary

Location: St Michael's Anglican Church Bryanston

Reports To: Rector

Employment Type: Full-Time

Position Overview

St Michael's Anglican Church Bryanston is seeking a warm, professional, highly organised, and servant-hearted individual to serve as Parish Operations & Church Secretary.

This role is far more than a traditional administrative position. The successful candidate will serve as the first point of contact for parishioners, visitors, ministry leaders, and families engaging with the church during significant life moments including baptisms, weddings, funerals, confirmations, and pastoral milestones.

The Parish Operations & Church Secretary will play a central role in ensuring operational excellence, administrative consistency, professional communication, and a welcoming parish environment that reflects the values and mission of the church.

The ideal candidate will combine strong administrative competence with emotional intelligence, professionalism, discretion, attention to detail, and Christ-like character.

Purpose of the Role

The purpose of this role is to:

- Ensure the smooth and professional operation of the church office and administrative functions.
- Create a welcoming and caring environment for parishioners and visitors.
- Support clergy, ministry leaders, and church staff through effective coordination and communication.
- Maintain high standards of organisation, accuracy, confidentiality, and accountability across all administrative and operational functions of the parish.
- Uphold the mission, values, and witness of the church through all interactions and responsibilities.

Key Success Outcomes in the First 90 Days

The successful candidate will be expected to demonstrate:

1. A Welcoming and Professional Parish Environment

- Consistently warm, approachable, respectful, and Christ-like communication with all parishioners, visitors, clergy, volunteers, and ministry leaders.
- A noticeable improvement in the professionalism and responsiveness of the church office.

2. Improved Accuracy and Quality of Service Materials

- Accurate, well-prepared, and visually consistent church service overheads, presentations, pew leaflets, and communication materials.
- Improved administrative attention to detail and reduction in avoidable errors.

3. Understanding and Implementation of Parish Administrative Standards

- Successful adoption and implementation of parish procedures, systems, filing processes, reporting structures, and operational standards relating to the role of Parish Secretary.

Core Responsibility Areas

1. Parish Office Administration

- Manage the daily operations of the church office efficiently and professionally.
- Handle phone calls, emails, walk-in enquiries, and appointments with warmth, professionalism, and confidentiality.
- Maintain accurate parish records, registers, databases, and membership information.
- Prepare weekly pew leaflets, notices, reports, and church communications.
- Publish and distribute church communication materials electronically and physically.
- Maintain orderly filing systems and administrative records.
- Coordinate meeting room bookings and office scheduling.
- Receive and record donations and administrative documentation accurately.
- Assist with diocesan submissions, administrative reporting, and parish correspondence.

2. Parishioner Experience & Frontline Engagement

- Serve as a welcoming and approachable first point of contact for all parishioners and visitors.
- Engage with congregants respectfully, graciously, and compassionately.
- Assist individuals and families during sensitive life moments including:
 - Funerals
 - Baptisms
 - Weddings
 - Confirmations
 - Memorial services
- Ensure all communication reflects professionalism, empathy, care, and Christian values.
- Support newcomer integration and orientation processes.
- Collaborate with hospitality and ministry teams to create a welcoming parish environment.

3. Service & Event Coordination

- Prepare service presentations, overheads, and supporting materials for church services and events.
- Coordinate administrative logistics relating to baptisms, weddings, funerals, confirmations, and parish programmes.
- Liaise with clergy, vergers, music ministry, flower arrangers, caterers, volunteers, and ministry leaders as required.
- Assist with scheduling, calendars, certificates, attendance registers, and event administration.
- Support smooth operational coordination across parish activities and ministries.

4. Reporting, Compliance & Operational Excellence

- Prepare weekly operational and administrative updates for church leadership.
- Maintain accurate records and reporting relating to church services, events, and parish activities.
- Ensure consistency, professionalism, and accountability across administrative functions.
- Identify administrative gaps or operational challenges proactively and assist in implementing improvements.
- Maintain confidentiality and discretion in all matters relating to parishioners, clergy, staff, and church operations.

Required Competencies & Personal Attributes

The successful candidate should demonstrate:

- Warmth, approachability, and emotional intelligence.
- A servant-hearted attitude and Christ-like conduct.
- Professionalism, integrity, and dependability.
- Excellent organisational skills and strong attention to detail.
- The ability to multitask and manage competing priorities effectively.
- Strong written and verbal communication skills.
- Respectful and gracious interpersonal engagement.
- The ability to maintain confidentiality at all times.
- Patience, maturity, and composure under pressure.
- The ability to work independently while collaborating effectively with clergy, staff, volunteers, and ministry leaders.
- Teachability and openness to learning church systems and processes.

Non-Negotiable Requirements

The following are considered essential:

- Baptised Christian who attends church regularly preferably Anglican
- Integrity and professionalism.
- Confidentiality and discretion.
- Punctuality and reliability.
- Respectful and Christ-like communication.
- Basic administrative competence.
- Strong attention to detail and accuracy.
- The ability to engage positively with parishioners, clergy, staff, and volunteers.

Skills & Experience

Preferred:

- Previous experience in administration, office coordination, church administration, non-profit administration, or customer-facing operational roles.
- Experience managing multiple stakeholders and priorities.
- Experience working in emotionally sensitive or community-oriented environments.

Technical Skills:

- Proficiency in Microsoft Word, Excel, PowerPoint, email, and administrative systems.
- Ability to prepare professional presentations and service overheads.
- Ability to learn church administrative systems and workflows.

Qualifications:

- Matric required.
- Relevant administrative qualification advantageous but not essential.
- Relevant experience, professionalism, interpersonal capability, and organisational competence will be strongly valued.

Training & Support

The successful candidate will receive support and training relating to:

- Church-specific systems and administrative procedures.
- Service overhead preparation and communication processes.
- Internal filing systems and scheduling tools.
- Church ministry structures and reporting formats.
- Parish operational workflows and service coordination processes.

Oversight & Support Structure

- Overall leadership and guidance will be provided by the Rector / Assistant Parish Priest.
- Day-to-day administrative oversight and support will be provided by the Rector / Parish Administrator.
- Ongoing collaboration and support will also come from church executives, ministry leaders, church staff, and designated volunteers involved in parish administration and services.

Working Conditions

This is a full-time position based at the parish office of St Michael's Anglican Church Bryanston. Standard office hours will apply, with flexibility required from time to time for church services, events, funerals, weddings, and special parish activities.

Remuneration

Salary will be aligned with Diocesan Salary Guidelines and based on relevant experience, competencies, and suitability for the role.