



Church Support Officer

Salary:	£22,000
Duration:	Temporary 12 month contract
Hours of Work:	full-time (35 hours per week)
Terms and Conditions:	3 months probationary period 25 days pro rata paid holiday The Trust operates an auto enrolment pension scheme
Location:	Home based, in Lincolnshire or within one hour of the project area, with travel to the NCT offices in Westminster
Reports to:	Church Tourism Manager

Introduction

The National Churches Trust supports and promotes church buildings of historic, architectural and community value. We are the only independent, UK wide charity supporting churches, chapels and meeting houses of all Christian denominations.

Places of worship are an integral part of our nation's architectural heritage and play a vital part in building and sustaining local communities. Church buildings are valued for many reasons. Where one finds solace, another finds inspirational architecture. Some churches provide poignant family memories, while others are commended for their presence in the community and the work they do in bringing local people together.

Incredible work is done by volunteers up and down the country to preserve these buildings for future generations and ensure that they remain at the heart of their local community. The National Churches Trust is here to help them address the challenges and opportunities they face.

The Trust, founded in 2007, is the successor to the Historic Churches Preservation Trust (HCPT), created in 1953. The Trust has recently celebrated its 60th anniversary with a series of major and successful initiatives, culminating in a service at Westminster Abbey attended by TRH The Duke and Duchess of Gloucester, The Archbishop of Canterbury and more than 2,100 friends and supporters.

The aims of the National Churches Trust are:



- to help maintain the UK's heritage of church buildings and to enhance their ability to serve local communities
- to promote the benefit to communities of church buildings and to inspire everyone to value and enjoy them.

The Trust's website www.nationalchurchestrust.org provides more information about the organisation and its work.

Background

The Great Expectations project aims to encourage more people to engage with and understand of historic churches, chapels and meeting houses in Lincolnshire.

Working with 36 churches as part of the Horncastle Churches Festival group, the project will work with local volunteers to widen and improve knowledge of the heritage of the buildings, improve interpretation of the buildings and their stories and increase promotion of their heritage, record key treasures and features and develop the skills and ability of volunteers managing historic churches to help them to be more sustainable by increasing access to and awareness of their heritage.

The project will also undertake some investigation of the church visiting sector and promote events and activities at the churches, develop and deliver both a guided walk and coach trip for visitors, and will work with the Horncastle / West Lindsey Churches Festivals across Lincolnshire to promote the festival nationally and internationally.

This project is part of our Church Tourism plan, one of the key areas of work for the National Churches Trust. Our ExploreChurches website (www.explorechurches.org) provides a platform for all open and accessible churches, providing a one stop source of information and links for visitors to churches.

Job description

The Church Support Officer will manage the day to day work of the project, reporting to the Church Tourism Manager who is based in Yorkshire. This is a new and key role which provides a tremendous opportunity to be part of an exciting and innovative initiative within the heritage sector.

The post holder will arrange training sessions for volunteers; liaising with churches and partners to ensure appropriate dates, securing venues and refreshments and carrying out evaluations of the day. You will support volunteers to use the skills they have learned, and to produce materials (particularly photography and film) for the project and partners.

The post holder will work with partners to ensure that churches in Lincolnshire are listed on ExploreChurches, working closely with those in the Horncastle area to ensure that their pages are engaging and welcoming. You will ensure that these pages are kept up to date with all new materials produced as part of the project.



The post holder will carry out audience and visitor research and contribute to developing audience profiles. You will then help use these to develop marketing campaigns and other promotional activities.

The post holder will work with partners to organise and advertise events.

The post holder will be the regular contact for churches and volunteers involved in the project, as well as partners when working on specific elements of work.

The Great Expectations project will be the priority for three days a week. You will also spend time applying the learning developed in Lincolnshire to wider Trust tourism initiatives, and help to develop the ExploreChurches website and work on the Trust's church tourism work generally.

The Church Support team comprises six members who work across our grants programme, support local churches trusts, offer support and advice to churches, and promote church tourism. Staff ensure that programmes are delivered according to best practice standards at all times. There will be the opportunity to work from the office in London regularly to build relationships with the team and report back on work.

Key tasks

1. Be a point of contact via phone, email and post for churches and volunteers involved with the project, primarily from the 36 churches of the Horncastle Festival Group but also from others with an interest
2. Market and explain the Great Expectations project to churches and volunteers; including helping to plan and distribute marketing materials to churches and beyond
3. Market and explain the ExploreChurches website, its benefits for churches and its features for visitors; including planning and distributing marketing and publicity to churches and other outlets, and identifying stories for press and media releases
4. Arrange training sessions for volunteers; planning and arranging venue / refreshments, liaising with trainers and speakers, taking bookings from volunteers, coordinate and analyse feedback from attendees
5. Coordinate entries for ExploreChurches from partner churches and others; oversee the batch upload and following publicity (with the NCT comms team)
6. Coordinate gathering content for the new events section of ExploreChurches from partner churches
7. Work with delivery partners to plan and coordinate professional photographs and short films, being on site when they are being created
8. Attend google training on using streetview equipment and then coordinate imaging for churches and upload to google and other sites
9. Coordinate and support volunteers to create photographic portfolios and short films for partner churches; and upload them to ExploreChurches and other sites
10. Ensure all materials produced (including interpretation, photographs and film) are uploaded to the relevant church pages on ExploreChurches, and to a new dedicated section of the website for the group of churches
11. Work with providers to develop guided walk and coach trip for visitors; liaising with churches and taking bookings from visitors
12. Carry out baseline and follow up visitor numbers surveys with churches
13. Send out visitors books to all partner churches
14. Coordinate installation of digital visitor counters with churches, and analyse results



15. Help organise quarterly meetings for partners
16. Help coordinate quotes, meets and agreements with providers as needed
17. Contribute to the evaluation of the project
18. Coordinate new individual listings on ExploreChurches, including churches and events, liaising with churches as necessary
19. Work with the Church Tourism Manager on batch uploads to ExploreChurches
20. Maintain and manage church files and databases
21. Collaborate with cross-functional teams to ensure quality services to customers
22. Work within the Trust's guidelines, policies and procedures in providing good customer services
23. Visit churches engaged with the project to maintain their relationship with the Trust and to collate information and data needed for outcome monitoring
24. Undertake such other duties as reasonably requested by your line manager

Person specification

People skills are the most important requirement for the role, more so than particular qualifications, as it is the Church Support Officer role to represent ExploreChurches and the National Churches Trust and Great Interpretations project to the churches, volunteers and visitors. More specifically people skills encompass:

- Excellent presentation and interpersonal skills and ability to communicate effectively, confidently and persuasively, both orally and in writing
 - Experience of contributing to the monitoring and evaluation of project outcomes and key performance indicators
 - Experience of relationship building and negotiation with a wide range of stakeholders
 - Excellent organisational and administrative skills, good attention to detail, and accuracy with the ability to prioritise and work under pressure
 - Excellent IT and online skills, including experience working with databases
 - Experience of working within the CMS of a website, uploading and managing content in a clear and consistent way
 - Attention to detail and maintaining quality of content
 - The ability to work well under pressure and within tight timeframes
 - An interest in places of worship and/or heritage issues more generally is desirable
 - An understanding of the principles and responsibilities of data protection and data management highly desirable
 - Willingness to travel
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- Enthusiasm for the work and strategy of the National Churches Trust is an important element of the job

Further information

This is a full time post and the basic hours are 35 per week, although requests for flexible work are welcomed. It will be home based, in Lincolnshire or within one hour travel of the project area.



It should be borne in mind that the National Churches Trust comprises a small staff, and you should be prepared to work as part of that team to ensure the delivery of the organisation's operations and objectives.

All staff have a responsibility to ensure that their activities comply with the Trust's Data Protection Policy and Procedures. Staff should not disclose personal data outside the organisation's procedures, or use personal data held about stakeholders of the Trust for their own purposes.

Your eligibility to join the NCT pension scheme is subject to the rules of auto enrolment. Further information regarding your rights under auto enrolment can be found on the Pensions Regulator website; www.thepensionsregulator.gov.uk

The annual leave entitlement is 25 days pro rata, in addition to relevant national public holidays. Other general terms and conditions are set out in the staff handbook which is issued to all employees on appointment.

If you require further information please email sarah.crossland@nationalchurchestrust.org

For people who love church buildings