



Hope Church Ipswich Job Description

Connect Team Leader

This role is designed to help facilitate connecting visitors into the life of the Church. This will be achieved through effective administration ensuring that new visitors are communicated with well, connected into church events and groups, and brought into membership and serving roles. The team leader will gather and equip their team to ensure that the process is efficient and effective.

Organisational Position

The Connect Team Leader reports to the Head of Operations, working alongside the staff team and other ministry team leaders.

Main Responsibilities

General

- To work with the senior leadership team to develop a clear and effective path from first contact to membership.
- To effectively administrate the process ensuring that new visitors are communicated with well and in a timely manner, monitoring the membership journey, delegating to the wider team to take responsibility for their progress.
- To regularly identify and invite potential members to the getting connected course, plan the delivery and administrate the courses, including ensuring all material is up-to-date and gathering team and leaders.
- Facilitate and communicate with elders and key leaders to arrange follow up discussions with course members.
- To manage the database to ensure that all data is compliant with GDPR and enables fast and effective management of people through the membership process. This includes maintaining the use of flows, tags, rotas and ensuring that the database is relevant and up-to-date.
- To gather and lead a team to connect people into the life of the church.
- Building welcome and refreshment teams that suitably covers the Hope Centre on Sunday mornings and other church events; ensuring that all attendees are hosted in a welcoming, safe and secure manner.
- To regularly train, equip and envision the team.
- Continually reviewing and assessing the team and the welcome processes to ensure that these are effective
- To support the Head of Operations with operational processes both on Sunday mornings and during the week as required.
- Undertake any other duties that may be required from time to time

Personal qualities, experience and skills

- There is a genuine occupation requirement for the post-holder to be a mature Christian under Part 1 of Schedule 9 of the Equality Act 2010, committed to the values and vision of Hope Church
- excellent teamwork and team-building skills, and is able to lead, motivate, train and encourage others
- is self-motivated with excellent organisational and time management skills,
- has outstanding communication skills, both written and verbal, including a high level of English spelling, punctuation, and grammar
- teachable and has a desire to learn and grow
- understands the importance of confidentiality and has good self-awareness
- has enthusiasm, energy, commitment, and a sense of humour and is flexible, with a can-do attitude
- has excellent IT skills, including experience of Word, Excel, Powerpoint, ChurchSuite
- experience of leading, developing and motivating teams.