



Andover Parish

LIGHTHOUSE TEAM LEAD & CAP DEBT CENTRE MANAGER

Role Description:

JOB PROFILE	
Job title	Lighthouse Team Lead & CAP Debt Centre Manager
Team/Department	Lighthouse
Accountable to	Rector
Reports to	Lighthouse Oversight Minister
Principle Location	Andover Parish Offices / Lighthouse Building
Travel required	Minimal, within local area
Work pattern / hours	Full-Time Monday-Friday
DBS check required (Yes/No)	Yes
Date written	August 2023
Salary	Competitive based on experience
Tenure	2 Years – with the hope of extending beyond this fixed term funding permitting
Probation	3 months
Annual Leave	26 days plus Bank Holidays (depending on operational need, Bank Holidays might have to be taken at other times)
Expenses	Expenses to be paid in accordance with the Expenses Policy
Start date	Mid-September 2023 (with flexibility on both sides)

ROLE CONTEXT

St Mary's Andover is a Resource Church in Winchester Diocese and part of the HTB Network of churches. In May 2023, we joined with other parishes in Andover town to create The Parish of Andover. Led by the clergy and a new PCC, the parish now includes four worshipping communities and we serve a town-wide residential population of c. 50,000.

We are seeking to follow the way of Jesus and believe mission is 'the church in motion'. We are discerning fresh vision for this new season - what's already clear to us is that we want to see people come to faith in Jesus and the town thrive. As we look around, we are excited about this cultural moment and what it means for us to be 'salt and light' in our families, workplaces, homes - all the places God calls us to go.

We express our mission in many ways - a key way is through The Lighthouse. The Lighthouse emerged through our response in the pandemic. It has since grown and matured into a programme of missional projects. It is the main (but not the only) way we reach out in loving service to our town. The team is comprised of 5 staff who are either responsible or help to offer leadership to our project teams. They work with a much larger group of talented and dedicated volunteers. Our projects range from supporting asylum seekers, using a double decker bus for youth activities to networking to create a food partnership for Andover. Our work is funded by our church family and multiple other stakeholders. We are invested in a number of strategic partnerships, including with the NHS, local schools, charities and businesses.

Lighthouse Programme Lead (0.5 FTE) You will be responsible for the day-to-day operational management of The Lighthouse. You will offer line-management to staff, ensure projects remain on track, that we capture data, be a first point of reference for safeguarding, ensure relevant policies are known and followed, problem solve with colleagues, and help coordinate and develop our volunteer teams. You will be able to manage your workload competently and be organised. You will work closely with our clergy and alongside a wider dynamic leadership team which includes staff and lay leaders across the parish.

CAP Debt Centre Manager – (0.5 FTE) We have been running a CAP Debt Centre for almost three years. In this time it has gained an excellent reputation across the town. As the new Debt Centre Manager, you will build on all that has been achieved to date and develop the ministry for a new season. This will involve overseeing delivery of support for individuals using the CAP Debt Centre and Money Management Courses. You will work with our Money Management Community Coordinator in particular in relation to the delivery of CAP Money Management Courses.

WORKING ENVIRONMENT

We want you to love your job, grow and learn as much as possible with us. We will work with you to develop a Professional Development Plan. The Development Plan will identify relevant and appropriate ongoing training to support your role and add value to your future career and ministry.

We pray we are a kind, self-possessed community; ready to receive and value your ministry. Competency and skill are important but we are equally interested in discerning a calling which

aligns naturally and deeply with our own sense of purpose and mission under God. The staff team is c.20 people and we have fun, work closely and do discipleship and life together in many ways. We place high value on teamwork; we are hardworking, trusting and seek the best for each other. We know you will have things to bring which we will be keen to learn and grow through.

The Lighthouse has been a significant way in which the Lord has shaped us as a community over recent years. We have seen afresh the relationship between social action and evangelism, learned more about how to partner with a range of organisations and grown in compassion and confidence in serving our town in practical, loving ways.

You will be provided with a laptop and phone for the better performance of your duties. We are ambitious, fast-paced and long to see great things for the church in Andover and our town – all in Jesus's name and for his glory. We lead relationally and value people. We want to provide a sustainable work pattern and support you in achieving a healthy life-work balance and good overall wellbeing.

Andover is a great place to live. It is fast growing, with many new people moving to the area. It is full of young families surrounded by the stunning countryside of the Test Valley and North Hampshire Wessex Downs, which is an Area of Outstanding Natural Beauty. It has good schools and local amenities. It has excellent road networks, especially to the West Country and is just over an hour by train to London Waterloo.

ROLE PURPOSE

The role of Lighthouse Team Lead and CAP Debt Centre Manager is to further the establishment and development of The Lighthouse as part of The Parish of Andover by supporting the Rector and PCC to deliver the vision.

KEY RESPONSIBILITIES

Lighthouse Team Lead

- Manages the day-to-day operations of The Lighthouse, modelling best practice and setting a high standard.
- Line manages team members.
- Ensures risk assessments are in place for all activities
- Ensures all relevant policies and processes are known and followed by project leads and teams
- Is first point of call for safeguarding related issues arising from within the Lighthouse projects
- Ensures that project data is collected and fed into our central system in a professional and timely manner
- Works with committees, clergy and other team members on project evaluations and next steps planning
- Leads a weekly Lighthouse Team meeting to review weekly activities and ensure info is triangulated and communicated within the team
- Ensures Lighthouse team members are receiving regular supervision.

- Leads the Lighthouse team to increase leadership responsibility of key volunteers (as appropriate) and proactively takes opportunities to add value to their ministry e.g. through team nights, 1-1 coaching, pastoral catch-ups and other training.
- Proactively represents the Lighthouse to the church family as well as internal and external partners and stakeholders in writing, attending and speaking at events and more informal networking
- Oversees volunteer onboarding and development processes – making the experience as smooth as possible for our volunteers and helping them progress (including seeking their feedback)
- Ensures the Lighthouse building is well maintained for the various user groups each week

CAP Debt Centre Manager

- To become trained and proficient in the services CAP offers so as to lead and be part of a team offering a high-quality debt counselling service.
- To train in running a Money Management Course and support the roll out of this service around Andover (in partnership with our Money Management Community Coordinator)
- To be part of a team that presents the debt advice to the client. This will involve a fact find of clients' current financial situation, communication of the prepared budget and financial plan to clients, and working with clients to encourage them to stick to the plan.
- To positively promote the Christian faith in line with the objectives of CAP.
- To accompany clients to court in order to provide support as they secure affordable repayments and other legal agreements.
- Networking and developing links with relevant referral agencies and refer users if they require further guidance
- To ensure risk assessments are carried out for all activities
- To keep appropriately accurate and detailed records, including measuring impact of project.
- To undertake and participate constructively in induction, regular supervision, appraisal and relevant training, and contribute positively to good team relationships and continuous improvement of services
- Assesses organisational and programme needs to determine number and range of volunteers needed for the project
- Manages volunteer recruitment, including role descriptions and consultation with colleagues for hiring processes. Advertise for available volunteer positions, interview candidates, and match them with appropriate roles.
- Prepares training materials for new volunteers, including handbooks, programmes, policies, procedures and documents relevant to their role
- Responsible for escalating any disclosures made to management, either about volunteers or by volunteers about engagements with the public
- Scheduling volunteers onto a rota and being flexible to accommodate changes
- Meets with volunteers to assess their progress and satisfaction, as well as to conduct performance evaluations or skills audits
- Cultivates a positive and supportive atmosphere by recognising volunteer efforts (e.g. thank you socials) and encourage a sense of community

- Communicates project news, progress, and available positions with volunteers on a regular basis to create an inclusive environment

General responsibilities:

- With the Oversight Minister, Rector and Parish Safeguarding Officer, take the lead on safeguarding and risk management across the Lighthouse Team showing exemplary and best practice understanding of safeguarding policy and practice (training and refresher training will be mandatory).
- Manage ministry budget in your remit effectively.
- With support, identify and apply for grants that will enable the development of The Lighthouse
- Keep the Oversight Minister and relevant team fully informed of ongoing and emerging issues.
- Undertake any necessary administrative duties in order to fulfil these responsibilities effectively.
- Undertake any special projects or other tasks as may be requested and serve the church wherever there is a need.
- Sit on the Mission and Social Action Committee of the PCC, working collaboratively with the Chair

ROLE DIMENSIONS

Budget management (£)	To be agreed
People management	Lighthouse staff team
Key relationships – internal	Staff team, Oversight Minister, Rector, Strategic Funding Lead, Lighthouse volunteer teams, Parish Treasurer
Key relationships – external	CAP, PCN, Simply Health, Love Your Neighbour, local schools and other stakeholders, Winchester Mission Action, diocesan colleagues
Wider commitment	It is expected that staff members will be active members of Andover Parish.
Other	<p>This post is subject to an Enhanced Disclosure Application to the Disclosure and Barring Service.</p> <p>There is a genuine occupational requirement for the successful applicant to be a committed Christian</p>

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

- Experience of leading and managing others in team settings
- Strong ability to network and forge relationships
- Prayerful, pastorally caring and compassionate within professional boundaries
- Project management experience (including budget)
- Ability to prioritise and strong time management skills
- Committed to personal discipleship and taking responsibility for walk with God.
- Good listening skills and ability to draw the best out of others and build trust (using coaching and other listening techniques)
- Proven leadership skills and the ability to exercise and receive authority.



- Calm under pressure and respond in a measured way in stressful situations.
- IT literate and comfortable with Microsoft Office and ChurchSuite.
- Ability to think strategically and to pay high attention to detail.
- Excellent admin, organisational and communication skills both written and oral.
- Self-motivated and flexible.
- Committed to following all staff/church policies.
- Proactive team player with a good sense of humour!

NEXT STEPS

If you have questions or want to informally discuss the role through August please reach out to our curate Revd Jess Ross: jess.ross@andoverparish.org

From 28 August, the Rector, Chris Bradish can be contacted on chris.bradish@andoverparish.org / 07985427930

To apply for the role: please send a covering letter outlining why you think you are well suited and CV to the Rector's PA – Rowena Selwood: patovicar@andoverparish.org and please copy Jess Ross jess.ross@andoverparish.org

Closing date for applications is 12noon: **4 September 2023**

Interviews will be held week commencing **11 September 2023 in Andover**

Dates and times for interviews to be agreed with applicants on a case-by-case basis and confirmed either way by 5pm on 4 September.

Thanks so much for reading this profile!

We are praying for you and hope you might reach out for a chat if you are interested!

Please note:

- If you are considering this role and would like a copy of our Lighthouse Annual Report 2022, (which we would suggest is essential reading) please email Jess Ross (as above) and we will be glad to share it with you.

For the CAP Debt Centre part of the role, there will be a requirement to have a confirmatory interview with CAP directly.