



**URBAN
SAINTS**



Resources Coordinator

Maternity Cover

Information Pack

Around 96% of young people do not actively engage with church in the UK. Our vision is to reach young people with the good news of Jesus in every community in the UK. The mission of Urban Saints is to give young people the opportunity to encounter Jesus and explore what it means to follow Him, particularly those who otherwise wouldn't have the opportunity to do so.

The Resources Coordinator role will be a key member of the team, taking responsibility for ensuring that the Urban Saints' Resources Platform (Energize) runs as effectively as it can.

You will manage the Resources Platform (Energize) to ensure effective delivery of our resources to our large partner-base. You will also be working to improve the content of the resources that we have, to ensure that the resources being used are up to date and relevant, so that others are well-equipped to deliver high-quality content in their various settings, both to those who are in churches, as well as to young people who have never stepped foot in a church.



THE ROLE

To maintain and develop high-quality, relevant, exciting online resources for those working with children and young people aged 3-15+ of all faith levels, and to provide excellent customer care for prospective and existing subscribers.

KEY RESPONSIBILITIES

- To edit existing resources so they remain relevant; rewriting materials as necessary, writing new items, correcting errors and omissions, and deleting obsolete material.
- To write introductory articles and create original material as required.
- To respond in a professional manner to feedback received from Energize subscribers and action any improvements that arise from this.
- Coordinate with the external Energize Platform Provider to resolve technical issues as needed.
- Working with the Energize Administrator to provide excellent customer care for all prospective and existing subscribers – responding professionally to queries received via the on-line chat, telephone, and e-mail.
- Weekly Wins – write weekly activities for under 11s and over 11s, present them professionally as an email to subscribers (through Mailchimp). Load them onto the Energize website as items within the resources and upload to the Weekly Wins webpage.
- Refresh and update the Energize website with new materials and highlight existing resources.
- Manage the Energize Facebook page with updates and new resources.
- Coordinate relationships with our partners (eg. Messy Church, Go Chatter, Ugly Duckling) negotiating contracts for licencing new and existing materials with support from the Operations Lead.
- Keep up to date with important festivals and holidays (such as Easter and Christmas); create new and collate existing resources to signpost our subscribers towards.
- Top Tips – using your own and other staff youth work experience, commission/write a monthly article to encourage and equip youth & children's leaders to serve their young people more effectively.
- To update the wider staff team with news from subscribers, new material, and functionality, to help the wider promotion of Energize.
- To develop a good knowledge of other Urban Saints' ministries to help subscribers understand other support we can provide.
- To engage with the wider mission of Urban Saints through team gatherings, events, and other opportunities.





THE PERSON

As an external-facing position, this is a key role within Urban Saints. We are looking for someone who has a proven track record in delivering excellent customer care, as well as being able to demonstrate an ability to improve written content. The ideal candidate will have experience in Christian youthwork (working with churched as well as unchurched young people), and will possess a mindset of prioritising mission and discipleship amongst young people. They will also have a “can-do” mindset to help resolve the different issues that arise associated with a resources platform.

SKILLS AND ABILITIES

- Good literacy, with attention to detail and the ability to write engaging and accurate articles.
- Have an understanding of the needs of children and young people and the challenges faced by the leaders who work with them.
- Good knowledge of current trends in children’s & youthwork and contemporary culture, particularly outside of Church.
- Good communication skills including confident, customer-friendly telephone manner.
- Organised, self-motivated, good time-management skills.
- Excellent Bible knowledge.
- Working knowledge of databases and website administration.
- Flexible, willing to learn and develop within the role.
- Experience with Office 365.
- Creative thinking with the ability to show initiative.
- Graphic design software (such as Canva) would be advantageous but is not essential.

KNOWLEDGE AND EXPERIENCE

Essential

- Working with children & young people in either a voluntary or paid role
- Publishing, proof-reading and editing
- Managing a website and/or database
- Working in a customer-focused environment

Desirable

- Work of voluntary experience with ‘unchurched’ children & young people
- Writing Christian teaching resources for children and young people

EDUCATION

- GCSE English (Grade B or above) or equivalent
- A teaching qualification, or a qualification in youth work and/or Bible study and theology, would be advantageous but is not essential

Benefits

- 25 days holiday plus bank holidays (pro-rata).
- Pension Scheme: we contribute 6% to the Urban Saints pension scheme.
- Life assurance: you will receive life assurance cover to the value of four times your annual pensionable salary.
- Home working allowance.
- Eight volunteering days: you will have an opportunity to volunteer for one of our events or a similar charity of choice (pro-rata).

Terms and Conditions

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| Salary: | Up to £29,000 (£20,300 pro-rata) depending on experience |
| Contract: | Fixed term maternity cover until Spring 2025. Starting as soon as possible. |
| Hours: | Part-time (26 hours a week) |
| Location: | Home-working |
| Responsible to: | Missions Lead |

This post is subject to an Occupational Requirement that the post holder is a committed Christian under Part 1 of Schedule 9 to the Equality Act 2010. All applicants must be committed to the aims, ethos and values of Urban Saints.

(Read our basis of faith and ethos statement at urbansaints.org/basis-of-faith)

Next steps:

To apply for this role send an email to recruitment@urbansaints.org with:

- Your CV
- A completed Recruitment Monitoring Form (available at Urbansaints.org/jobs)
- A covering letter which tells us why you applied and why you think you are the best person for the role.

The closing date for applications is Sunday 2nd June 2024, however we reserve the right to close applications before this date if a suitable candidate is found.

