

Church Receptionist and Social Media Assistant

JOB APPLICATION PACK

Westbourne
Grove Church



Thank you for considering a role at Westbourne Grove Church

**PLEASE NOTE THAT
THIS ROLE INCLUDES WORKING AS RECEPTIONIST AND
ALSO WORKING AS PART OF THE SOCIAL MEDIA TEAM**

The church receptionists is responsible for greeting and assisting all visitors to the church, as well as telephone callers. Admin work includes hall hire enquiries, party bookings, reception admin and other office support. The receptionist is also responsible for lobby hospitality; support for building users and children's parties; maintenance of kitchen and reception hygiene / cleaning and day to day customer health & safety supervision throughout the building.

Our social media team works to develop and oversee the church's social media channels including Facebook, and Instagram and other relevant platforms with a view to enhancing awareness of the church and its activities in the community.

A vital aim for our church's work in the local community is that our staff relationships, and how we use and share our building through the Venue ministry, Christian hospitality and our ministry through the website and social media should all reflect God's character - showing compassion, generosity, and kindness.

Please read on to find out more about this role and do [get in touch with us](#) if you'd like to chat things over before applying.

We know that your experience may not fit our exact requirements but if you believe you are the right person for our team, please go ahead and submit an application and convince us by providing compelling answers to the 4 questions within the application.

“Thank you for your interest in joining our team.”

Key Details

Job Title	Church Receptionist and Social Media Assistant
Hours	19 core hours per week (flexible schedule across at least 2 days, core hours from 8.45 am to 6:15 pm) + additional hours available at weekends and as staff cover for other team members.
Salary	£13.85 / hour
Contract	Permanent
Reports to	Operations manager + Venue Manager
Location	Westbourne Grove Church, London W11 (Please note that the nature of the role means that hybrid working is not an option)
Closing date and how to apply	Apply via email to reception@westbournegrovechurch.org by 8.30am on Friday 25th July 2025 with your CV and cover letter attached. Please ensure that you have read this applicant pack before applying. For Terms and Conditions, details on how to apply and cover letter info, proceed to slide 18. Please note that we will be assessing applications as they come in and will offer interviews to suitable candidates before the closing date. We would therefore encourage you to apply sooner rather than later.
Other essential information	You must have the right to work in the UK and/or a visa that allows you to work in the UK for the duration of this contract.

Westbourne Grove Church

AN OVERVIEW OF WGC'S WORK, VALUES AND ETHOS





About the Church

THE RECEPTIONIST AND SOCIAL MEDIA ASSISTANT WILL BE PART OF A VIBRANT CHURCH COMMUNITY THAT HAS SERVED THE PEOPLE OF NOTTING HILL FOR OVER 200 YEARS.

What are we like?

We welcome everyone to join with us in discovering Jesus and sharing God's love, especially by caring for those in need.

We love to share our wonderful church building with the wider community, making a safe and welcoming place where everyone can feel at home.

We love celebrating together - particularly God!

Located in a multicultural and socioeconomically diverse neighbourhood, the church actively promotes inclusion, stands against racism and discrimination, and is an equal opportunity employer.

For more information about Westbourne Grove Church see:
<http://www.westbournegrovechurch.org>

Our Work and Mission

Our church activities flow out of our community's passions and interests, aiming to embody God's character in all we do. Our current activities include:

SUNDAY SERVICES WITH A SHARED MEAL, **COMMUNITY-FOCUSED INITIATIVES LIKE THE MONDAY HOMELESS DROP-IN AND LOBBY LUNCH**, CREATIVE AND RELATIONAL SPACES SUCH AS ARTSPACE, FILM CLUB, ENGLISH CAFÉ, LIVING ROOM AND EXHIBITIONS, **SPIRITUAL SUPPORT THROUGH PRAYER AND BIBLE GROUPS, ALPHA COURSES, MISSION WORK**, AND ACTS OF GENEROSITY HEADED BY OUR MISSION AND GIVING TEAM, **A THRIVING VENUE MINISTRY USED BY VARIOUS COMMUNITY GROUPS, SUPPORT GROUPS, ADULTS AND CHILDREN'S ACTIVITIES**, FUN, FAMILY-FRIENDLY EVENTS AND OUTREACH.

The staff team, lead by the Operational Manager, look after our building, run the Venue ministry, and work together to create a clean, and safe, space which expresses God's welcome and generosity to the local community.



Our ethos

We believe that God is loving, good and just, and chooses to reveal Himself to us! He made humans in his image, so we're designed to live in relationship with Him and with each other in community. The world is currently not as God wants, and His plan is to renew the whole of creation. He invites and calls us to the privilege of working with Him on this mission.

WITH RELATIONSHIPS BASED ON LOVE, MUTUAL RESPECT, CARE AND SUPPORT, PROVIDING A SAFE, BEAUTIFUL AND WELCOMING SPACE FOR ALL, SERVICE, KINDNESS AND COMPASSION, INTEGRITY AND HONESTY IN BUSINESS, CREATIVITY, GENEROSITY, TREATING ALL WITH KINDNESS AND DIGNITY, AN INCLUSIVE PLACE WHERE ALL CAN PLAY THEIR PART, COLLABORATION, BELONGING, SEEKING JUSTICE AND RECONCILIATION, WE ARE ALL PART OF THE TEAM, A PLACE OF HOPE IN GOOD TIMES AND BAD, REFLECTING THE LOVE AND CHARACTER OF GOD IN ALL WE DO AND ARE

With this in mind, we want to reflect God's love and character in our values and actions.

Our values

We value growing in relationship with God in a wide variety of ways - welcoming questions and doubts as vital parts of learning and growing. We long for people to know Jesus and follow Him.

We build relationships on love, compassion, and mutual respect.

We treat everyone with kindness and dignity, caring especially for those in need, and seeking justice and reconciliation.

We seek to reflect God's generosity, integrity and honesty in business.

We share our beautiful building with the local community and offer a place of belonging, hope, and participation.

We believe leadership is servant-hearted, and all are encouraged to take part.

We seek to express encouragement, forgiveness, and lasting hope.

Relationships that show Jesus

*“IT’S BY OUR LOVE FOR ONE ANOTHER
THAT PEOPLE WILL KNOW WE ARE
JESUS’S DISCIPLES!”*

JOHN 13:35

We’re looking for someone who loves to build Jesus-shaped relationships.

You’ll be a part of a kind, competent staff team whose actions are based on the church’s beliefs and ethos, and where people support each other and share in decision-making.

You’ll be creating a culture where visitors and users of the church building feel valued, appreciated, and can experience God’s welcome, kindness and generosity.

You’ll be building friendly, honest and courteous relationships with customers and church visitors.

The role has a lot of different components, so we’re looking for someone who sees all aspects of this job as an expression of the church’s mission to proclaim the Good News. This therefore requires that they are someone who has a Christian faith.

Receptionist

WHY THIS ROLE

THE CHURCH RECEPTIONIST IS RESPONSIBLE FOR GREETING AND ASSISTING ALL VISITORS TO THE CHURCH, AS WELL AS TELEPHONE CALLERS. ADMIN WORK INCLUDES HALL HIRE ENQUIRIES, PARTY BOOKINGS, RECEPTION ADMIN AND OTHER OFFICE SUPPORT. THE RECEPTIONIST IS ALSO RESPONSIBLE FOR LOBBY HOSPITALITY; SUPPORT FOR BUILDING USERS AND CHILDREN'S PARTIES; MAINTENANCE OF KITCHEN AND RECEPTION HYGIENE / CLEANING AND DAY TO DAY CUSTOMER HEALTH & SAFETY SUPERVISION THROUGHOUT THE BUILDING.



Receptionist

ROLE RESPONSIBILITIES

- Opening and closing the building. Greeting visitors with a warm welcome. Lobby hospitality.
- Dealing with telephone calls, e-mails and messages. General administration support as required.
- Providing information to the general public about the church, rooms for hire and Art Space, customer information and health & safety requirements and keeping leaflets and booking forms stocked.
- Setting up, maintaining, tidying and cleaning the hospitality area in the lobby, especially the drinks station. Keeping the kitchen clean and tidy. Keeping the desk area and lobby organised.
- Dealing with lettings enquiries, taking payments, and assisting the Venue Administrator with enquiries. Entering bookings on Avalon hall hire software and maintaining the printed diary.
- Use of day sheets, staff rota, sign in sheets, and handover emails to ensure good communication within the reception team.
- Checking the building / cleaning including: kitchen, toilet and room checks / records, ensuring that rooms and toilets are clean, safe and ready for use. Cleaning connected with this.
- Room set up and support for building users, customers, children's parties, etc. including set up of chairs, trestle tables and other equipment, cleaning connected with this.
- When the building is closed to the general public during functions or business bookings, assisting the office, event staff or caretaker.
- Dealing with any fire, first aid, health & safety, emergency or building user incidents that occur.
- To contribute to a working environment which supports the Christian ethos of the church, supports equal opportunities and anti-discriminatory practice.

Receptionist

PERSON SPECIFICATION - JOB SKILLS AND REQUIREMENTS

- Excellent verbal and written communication skills with a wide range of people.
- A welcoming and approachable manner in person and on the phone
- Self-reliance and confidence, for lone working, assisting guests with social needs and incident management.
- The ability to balance a flexible and service-based approach with the occasional need to direct clients about behaviour, safety, or care of the facility.
- Good personal organizational skills and an ability to work as part of a team and to communicate with and support other employees and volunteers.
- Administrative and computer skills and attention to detail should be sufficient for accurate taking of messages and writing emails and the accurate entry of bookings and payments.
- Timely and consistent attendance, and where possible a flexible approach to hours of work.
- Flexibility, as the nature of the role is currently evolving in line with the needs of the church.
- Due to the Job skills and requirements of this joint post, and in accordance with the Equality Act 2010 there is an occupational requirement that the employee post holder is an actively practicing Christian, has understanding of Christian values and support for the church ethos and has a willingness to represent Westbourne Grove Church and to be the public face of the church/community/venue.

Social media assistant

WHY THIS ROLE?

TO DEVELOP AND OVERSEE THE CHURCH'S SOCIAL MEDIA CHANNELS INCLUDING FACEBOOK, AND INSTAGRAM AND OTHER RELEVANT PLATFORMS WITH A VIEW TO ENHANCE AWARENESS OF THE CHURCH AND ITS ACTIVITIES IN THE COMMUNITY.

TO WORK WITH THE CHURCH STAFF AND CONGREGATION TO SOURCE AND CREATE ENGAGING, DYNAMIC CONTENT AND ENSURE THE WEBSITE AND SOCIAL MEDIA CHANNELS ARE UP TO DATE, RELEVANT AND INTERESTING. INCLUDING ASSISTING WITH THE WRITING/EDITING AND PROOF READING OF CONTENT.



Social Media Assistant

ROLE RESPONSIBILITIES

- To keep the church's website up to date with upcoming events, content and blogs. A key part will be to ensure events are advertised in a timely and appropriate manner.
- Manage the weekly uploading of sermons, ensuring audio files are good quality and that associated information is uploaded correctly.
- To optimize website content following search engine optimization (SEO). Maintain up to date URLs and other key info on our social media accounts, administrating updates as and when required.
- Ensure materials go through the appropriate approval channels, are delivered on time and adhere to the church ethos and brand standards so as to ensure that the vision and values of the church are clearly communicated.
- To assist the operations manager with creating and maintaining displays, exhibitions and installations in the reception, church windows and external noticeboards which communicate the work of the church to the community.
- To assist ArtSpace artists in the preparation for display of their work in exhibitions including keeping the ArtSpace section of the church website up to date.
- Assist ArtSpace artists and the Caretaker and ArtSpace team in hanging art exhibitions and in the practical arrangements for Artists Open Evenings.
- Ensure all data protection requirements, art licences, etc. and permissions relating to the website, social media, and church displays are met and up to date.

Social Media Assistant

PERSON SPECIFICATION - JOB SKILLS AND REQUIREMENTS

- Ability to learn and adhere to the church ethos and brand standards so as to ensure that the vision and values of the church are clearly communicated.
- Excellent written and oral communication skills – please bring portfolio of work including writing that is suitable for communicating to a diverse group of people, corporately and individually. Showing an understanding of the importance of storytelling in communication.
- Demonstrable graphic design skills – please bring a portfolio of work. A minimum of A level or equivalent design skills, (preferably higher) should be demonstrated.
- The ability to approach design and communication projects from a highly creative viewpoint is essential. A sense of fun and a willingness to take risks in creativity will be welcomed.
- Excellent project management skills to consistently meet deadlines.
- Excellent organisational skills and attention to detail. The ability to see projects/tasks through from conception to completion. The ability to prioritise tasks and deadlines, liaising with other team members as necessary to deliver on time and to a high standard.
- Demonstrable abilities pertaining to our main social media platforms: Facebook, Instagram and experience updating websites using the Squarespace platform – please be ready to demonstrate examples of work.
- A functional knowledge of social media principles, practices, and the desire to apply that knowledge in a professional environment.
- Good time management and the ability to work well and quickly under pressure both independently and as a part of a team. The ability to work in a team is essential – collaborating with others and being willing to receive and give constructive criticism.

This job is suitable for applicants who wish to gain work experience in social media work. A demonstrable aptitude and willingness to learn and develop skills in the areas above is required.

Terms, conditions and how to apply



Equality, Diversity and Inclusion



Westbourne Grove Church is a Christian Charity committed to equal opportunities and is an 'equal opportunities' employer within the parameters of its ethos and values. We make employment decisions by matching the church's needs with the skills and experience of candidates.

We want all staff members, despite their differences, to know that they are welcomed, respected and included at WGC, able to do their jobs free of discrimination.

As a Christian community we operate according to the principles of our faith and therefore reserve the right to recruit Christians with an understanding of Christian values and support for the church ethos where there is an Occupational Requirement to do so.

Occupational Requirement

In accordance with schedule 9 of the 2010 Equality Act, the church considers that there is currently an occupational requirement for post holders who are working on the church social media team to be an actively practicing Christian with a personal faith in Jesus Christ.

In their work they will be responsible for representing the values, beliefs and ethos of the church to the public, without direct input from the church Ministers.

They must therefore have an understanding of Christian values and beliefs, and support for the church ethos, a good knowledge of and respect for the Bible as God's inspired word and a willingness to represent Westbourne Grove Church and to be the public face of the church /community/ venue.

The social media team members must be able to represent the church's beliefs, values and ethos in creative and artistic ways through their work and have the ability to communicate the Christian gospel and values in a clear and authentic manner.

We are looking for someone who sees all aspects of this role as an expression of the church's mission to proclaim the Good News, and will facilitate and serve the congregation, the staff and the volunteer teams as they creatively explore ways to express our Christian beliefs.

They need to:

- Understand, be in agreement with, and be happy to promote the ethos, vision and practices of Westbourne Grove Church.
- Be willing to accept and abide by the WGC Ethos Statement and Statements of Faith and to work in accordance with the WGC Constitution and Rules.

This Occupational Requirement is in place to:

- Protect our strong Christian ethos and values and to ensure that these are accurately represented in the work and practices of the social media team.

IF YOU REQUIRE REASONABLE ADJUSTMENTS IN ORDER TO CARRY OUT THE ROLE OR ATTEND AN INTERVIEW AT WGC DUE TO A DISABILITY, CARING RESPONSIBILITIES, OR ANY OTHER REASON, PLEASE LET US KNOW WHEN YOU APPLY. THANK YOU.

Terms and conditions

- The role is **part-time** (19 core hours per week - flexible schedule across at least 2 days, core hours from 8.45 am to 6:15 pm) + additional hours occasionally available on weekends and as staff cover for other team members.
- **Please note that the nature of the role means that hybrid working is not an option.**
- Salary £13.85 / hour.
- Full time rolls include **28 days' leave + Bank Holidays, this role receives holidays pro rata.**
- **Workplace pension (with 4% employer contribution)** following the successful completion of probation.
- In line with our safer recruitment policy, the successful candidate will have to undertake a **DBS check** and all those invited to interview will be required to complete a declaration of suitability and provide references. References will be taken up prior to appointment.
- **Please note that you must have the right to work in the UK and/or a visa that allows you to work in the UK for the duration of this contract.**

How to apply

Please send your CV and a covering letter – each no more than 2 x A4 pages please - to reception@westbournegrovechurch.org

by 8.30am on Friday 25th July 2025.

Your cover letter should include:

1. Why you would like to work at WGC generally and this role specifically
2. Why you think your skills and experience make you a good candidate for this role
3. Describe how your Christian faith informs your life and actions
4. When you could start the job if you were to be offered it.

The highest performing candidates will be called for an interview with members of the WGC team.

Please note that we will be assessing applications as they come in and will offer interviews to suitable candidates before the closing date. We would therefore encourage you to apply sooner rather than later.

Whilst we appreciate the time and effort that has gone into your application we can only correspond with short-listed candidates. If you have not heard from us by 04 August 2025 then your application was unsuccessful. We are looking forward to hearing from you.

Thank you

