

The Work of Keynsham Parish Office

In order to make it easy for the Office Staff to help you when you call in, ring or e-mail the Parish Office, here is how the Parish Office is structured:

Pam Gardner as Office Manager is responsible for the administration of the parish's activity. She is paid by the Keynsham PCC for 20 hours a week (i.e. 4 mornings a week – usual day off Wednesday).

She co-ordinates bookings for weddings, funerals and baptisms and is responsible for the day to day administration which is essential to Sunday services such as the production of the news-sheet. She also supervises the Office volunteers, oversees the Office phones, computers and equipment, and oversees the printing of the Parish magazine - Contact. Her e-mail address is: pamgardner@keynshamparish.org.uk Tel: 0117 9863354

Vicki MacRae as Facilities Manager is responsible for managing bookings for the Parish's facilities (Parish Hall, St John's Church, One Community Trust Centre, St Francis Church and Hall, and Chewton Keynsham). She is paid by the Keynsham PCC for 20 hours a week (i.e. 4 mornings a week – usual day off Thursday). She should be approached about all bookings and hire arrangements for these buildings. She supervises Iggy (the caretaker on the St John's site) and liaises with those who care for the St Francis and Chewton Keynsham Church premises. She is also responsible for keeping the parish website up to date and assisting with general office tasks as appropriate. Her e-mail address is: vickimacrae@keynshamparish.org.uk Tel: 0117 9863354

There are various tasks which Pam and Vicki both undertake – printing items being one of them; and when one of them is on holiday, they cover as far as is possible for the other one.

Practical Issues:

The Office staff and front desk volunteers are very happy to help. It helps them to help, if we all remember:

- During the hours the Office is open from 10.00am to 12noon Monday to Fridays, there is a volunteer on the front desk, and if they are unable to help the caller they will refer the query to the relevant member of paid staff. People are asked to only call within the hours that the Office is open. The time after 12noon that the staff are still around is precious undisturbed time, in which tasks that require more concerted concentration can be completed. Everyone is expected to respect the limits on the Office opening hours.
- It is not always possible to return calls or reply to email immediately- your patience is appreciated, staff will get back to you as soon as they can.
- If you would like something put in the weekly news-sheet, please e-mail the full text to Office@keynshamparish.org.uk Telephone calls, personal visits and hand written notes are much less useful to the news-sheet editor.
- Tasks that you might wish to be undertaken by the Office should be first discussed with them. The Office has many priorities and handling them all is a daily juggling act. E.g. If you have a printing task that will take less than 10 minutes, you may expect to drop in and in most cases have it done while you wait. If the task is likely to take longer please give plenty of notice, and expect to give three days notice. This is because tasks such as printing Contact or service sheets have priority and other printing tasks need to be scheduled in amongst them. The larger the task, the more notice you must expect to give.
- Because of the volume of work faced by the Office staff, please do not assume that everything you ask for, the Office staff will agree to undertake. For example, the Office is not expected to produce the 'master' for service sheet, posters or tickets for events, etc. Instead they are expected to print from a master that you have produced. If the printing is not directly related to a parish activity, expect to have to ask whether it is OK to have it printed, and also to pay: costs are 5p per black and white copy and 10p per colour copy.
- Whilst the office staff aims to be a communications hub for the Parish it must be understood that at times conversations with the office team will need to be cut short so that they can deal with matters that are more pressing or urgent.
- Please do not assume the Office staff undertake everything. For example neither the Office Manager, Facilities Manager nor office volunteers undertake:
 - compiling the electoral rolls – the electoral roll officer does this.
 - production of DCC / PCC agendas or minutes, or sending out of paper or electronic copies.
 - ordering of church sacristy supplies for any of the churches – the St John's verger does this
 - the compiling of the term card for St John's – the Team Rector does this
 - the compiling of Sunday rotas – the churchwardens and other volunteers do this.
- Please respect the private lives of the office staff by not asking them about work matters out of office hours. They may be on church/office premises outside of these hours for personal reasons e.g. worship, concerts, events etc. but this does not mean they are in a position to respond to queries or requests (and should not be expected to do so.)

Thank you.