

Team Lead Manual

Created: March 29, 2023

Table of Contents

Overview	2
Setup Procedure	4
During Service Procedure	6
Post Service Procedure	6
Additional Functions	6

Overview

The Service Delivery Department is an exceptional body responsible for the complete flow and delivery of each service/program/event. Hence, the team lead is also responsible and accountable for the successful streaming of church services and events in person and online

At its core, the Team Led ensures the following objectives are met:

1. Delivery of services that usher in the presence of God.
2. Innovate and introduce creativity in the manner to which services are executed.
3. Continuously improve and look for ways to elevate our offerings.
4. Ensure all volunteers are cross functionally trained and able to deliver services with minimal supervision.

Objective 1: Delivery of services that usher in the presence of God

- The purpose of this objective is to ensure that every service offered creates an environment that ushers in the presence of God.
- To achieve this objective, the following guidelines should be followed:
 - Services should be planned with the aim of creating an atmosphere that is conducive to the presence of God. This may include playing uplifting music, having engaging sermons, and creating an environment that encourages worship.
 - It is important to recognize the significance of the spiritual dimension of services and to make sure that every aspect of the service is aligned with the aim of creating an atmosphere that welcomes the presence of God.
 - Ensure that all volunteers are aware of the importance of creating an environment that encourages the presence of God and are equipped to contribute towards this objective.

Objective 2: Innovate and introduce creativity in the manner to which services are executed

- The purpose of this objective is to encourage creativity and innovation in the execution of services.
- To achieve this objective, the following guidelines should be followed:
 - Services should be designed to include innovative ideas and creativity to make them more engaging and meaningful.
 - The use of technology and social media should be encouraged to make the services more accessible and relevant to the congregation.
 - Regular feedback should be sought from the congregation to help identify areas for improvement and innovative ideas for future services.

Objective 3: Continuously improve and look for ways to elevate our offerings

- The purpose of this objective is to ensure that the services offered are continually improving and evolving to meet the changing needs of the congregation.
- To achieve this objective, the following guidelines should be followed:

- Regular evaluation of services should be carried out to identify areas for improvement.
- Feedback from the congregation should be actively sought to understand their needs and preferences.
- New ideas and concepts should be explored and integrated into services to keep them fresh and engaging.
- Opportunities for professional development and training should be offered to volunteers to equip them with the necessary skills to improve service delivery.

Objective 4: Ensure all volunteers are cross-functionally trained and able to deliver services with minimal supervision

- The purpose of this objective is to ensure that volunteers are equipped with the necessary skills and knowledge to deliver services effectively and efficiently.
- To achieve this objective, the following guidelines should be followed:
 - All volunteers should undergo cross-functional training to enable them to perform different roles within the service delivery process.
 - Volunteers should be provided with clear guidelines and expectations to ensure they are equipped to deliver services with minimal supervision.
 - Regular evaluation and feedback should be provided to volunteers to help identify areas for improvement and ensure they are meeting the required standards.

By following these guidelines, the church can deliver services that usher in the presence of God, encourage creativity and innovation, continuously improve services, and ensure that all volunteers are equipped to deliver services with minimal supervision

Setup Procedure

The Team Lead plays an intricate role that functions all through the week. As a result, the set-up procedure for the Team Lead involves a lot of activities that feed into the other departments

Monday

- Ensure the Song List for Friday and Sunday Services have been approved
- **Team Involvement:** This involves liaising with PPV (Perfect Praise Voices - The Choir Department) and the Senior Pastor.

Tuesday

- Ensure that all volunteers have been scheduled for Friday and Sunday Services
- **Team Involvement:** This involves liaising with the Service Delivery Team Members to ensure availability for their role and Workforce Department to ensure all scheduling notifications have been sent out.

Wednesday

- Ensure a draft agenda has been curated for Friday and Sunday Services
- **Team Involvement:** This involves liaising with the Agenda Curator.

Thursday

- Get confirmation of all individuals (Choir Leads, MCs, Sermon Minister etc) representing the varying sections of the Agenda (See sample of Agenda with confirmed Ministers below)
- **Team Involvement:** This involves liaison with all individuals responsible for each “event” listed on the Agenda

HOP PRODUCTION AGENDA - MAR 24TH, 2023				FINAL 29-Mar-23				
Event Start	Event Duration	Event End				PRODUCTION ELEMENTS		
6:45:00 PM	2 hours, 05 minutes	8:50:00 PM						
S/N	Event	Who?	Duration	Start Time	End Time	Important Notes	Side Screens/Streaming	Audio
1	Pre-Service Set up	IT	0:15	6:45:00 PM	7:00:00 PM	Departmental checklist & Sign off	Service Streaming start in 15 mins	
2	Praise & Worship	PPV - Mine	0:20	7:00:00 PM	7:20:00 PM		LIVE FEED for streaming only Lower Third Lyrics	L1+BGV+BAND
3	Welcome	MC- Jide O.	0:05	7:20:00 PM	7:25:00 PM	Mr. Jide to enter from PPV side, PPV to exit stage	Live Feed Lower Third Announcements for streaming only	MC 1
4	Revival Prayer #1 <i>LED Slides with prayer points</i>	Pastor Paul	0:10	7:25:00 PM	7:35:00 PM	Slides to be controlled by the LED team; Enter from PWA side - Exit from PPV side	Live Feed Lower Third Lyrics	MIN 1
5	Revival Prayer #2 <i>LED Slides with prayer points</i>	Pastor Sowunmi	0:10	7:35:00 PM	7:45:00 PM	Slides to be controlled by the LED team; Enter from PWA side - Exit from PWA side	Live Feed Lower Third Lyrics	MIN 2
	Worship	Eleazar	0:05	7:45:00 PM	7:50:00 PM		Live Feed Lower Third Lyrics	SAX & BAND
6	Sermon & Ministration	Pastor Osagie	0:40	7:50:00 PM	8:30:00 PM		Full Screen Scriptures (Default: NKJV)	MIN 1
7	Altar Call	Pastor Osagie	0:05	8:30:00 PM	8:35:00 PM		Live Feed	MIN 1
8	Offering <i>Songs by PPV</i>	Pastor Osagie PPV	0:10	8:35:00 PM	8:45:00 PM	PPV to set up on stage;	Live Feed Lower Third Lyrics	MIN 1 L1+BGV+BAND
9	Closing	MC- Jide O.	0:05	8:45:00 PM	8:50:00 PM		Closing Graphics - cut streaming after MC cues service closure	MC 1

Friday

- Ensure distribution of the Final Agenda to the wider Service Delivery Team and other relevant stakeholders are required.
- **Team Involvement:** This final distribution should include the Media Department, Choir Department, Ushering Department etc.

Sunday

- **(This only occurs if there is a change to the Sunday Agenda)** Ensure distribution of the Final Agenda to the wider Service Delivery Team and other relevant stakeholders if required.
- **Team Involvement:** This final distribution should include the Media Department, Choir Department, Ushering Department etc.

During Service Procedure

Prior to the start of the service, ensure that the environment is conducive to welcoming the presence of God. This may involve playing uplifting music, setting up the altar or stage, and ensuring that the sound and lighting systems are working correctly.

All volunteers should be present and ready to perform their assigned roles.

- Before the start of the service, conduct a brief prayer meeting at **6:40 PM on Fridays** and at **9:10PM on Sundays** to commit the service into God's Hand.

As the service progresses, ensure that all aspects of the service are aligned with the objective of ushering in the presence of God and continuously encourage creativity and innovation in the delivery of the service. This may involve incorporating new ideas or concepts to make the service more engaging and meaningful ie:

- Ensure that LED Graphics are in line with announcements made during the service.

It is imperative you continuously evaluate and monitor the service to identify areas for improvement.

- Seek feedback from the congregation and volunteers to understand their needs and preferences.

Post Service Procedure

After the services on Friday and Sunday, **ensure that the Service Coordinator manages all post service activities** which include:

- Collation of feedback from the Service Delivery Team
- Celebration of milestones and achievements by team members
- Collation of improvement opportunities for the future
- Announcements to the Team as applicable

Additional Functions

Due to the nature of the role of the Service Coordinator, **the Team lead will oftentimes relay information to the Service Coordinator** and so the Team Lead should be ready to rely on the Service Coordinator in the case of any additional functions/roles needed for the delivery of the service.