



Single Point Of Contact

Single Point of Contact: A Key to a Smooth Church Construction Process

When undertaking a church construction or renovation project, one of the most critical decisions a building committee can make is designating a **Single Point of Contact (SPOC)**. This role serves as the primary liaison between the church leadership, contractors, architects, and other stakeholders. Having a clearly defined SPOC helps streamline communication, reduce confusion, and keep the project on track.

Why a Single Point of Contact Matters

Large projects often involve multiple parties—builders, subcontractors, financial teams, church leadership, and sometimes even government regulators. Without a designated person overseeing communication, misunderstandings can arise, causing delays, cost overruns, and frustration among stakeholders. A Single Point of Contact eliminates these inefficiencies by ensuring that all information flows through one responsible individual or team member.

Responsibilities of the Single Point of Contact

1. **Centralized Communication** – The SPOC ensures that all communication is clear, concise, and directed to the right parties. This prevents conflicting instructions and ensures that critical details are not lost in translation.
2. **Decision Coordination** – While the building committee and church leadership may make major decisions, the SPOC ensures that these decisions are communicated effectively to contractors, architects, and vendors.
3. **Issue Resolution** – Problems will inevitably arise during construction. The SPOC serves as the go-to person for identifying solutions and ensuring that issues are addressed in a timely manner.
4. **Project Tracking** – The SPOC monitors progress, ensures deadlines are met, and provides regular updates to the church leadership and congregation.
5. **Budget Oversight** – While not necessarily responsible for the budget itself, the SPOC works closely with financial teams to ensure that any changes or overruns are properly documented and communicated.

Choosing the Right Person for the Role

The ideal Single Point of Contact should have the following qualities:

- **Strong Organizational Skills** – Able to manage multiple moving parts efficiently.
- **Effective Communicator** – Can clearly relay information between different groups.
- **Decision-Making Ability** – Capable of assessing situations and making timely recommendations.
- **Construction Knowledge** – Some familiarity with construction processes can be extremely beneficial.
- **Leadership and Diplomacy** – Able to work with various personalities and resolve conflicts as they arise.

The Danger of Choosing the Wrong SPOC

Selecting the wrong individual for this role can have significant consequences. Often, churches may look to the pastor or senior staff members to take on the SPOC responsibility. However, this can be a serious mistake. The very reason a new facility is being built or considered is typically due to growth in the church—growth that has been driven by the leadership’s efforts. Pulling pastors or senior staff too deeply into the construction process can severely impact the programs and initiatives that led to that growth in the first place.

If these key individuals are overburdened with construction-related responsibilities, their primary pastoral and leadership duties may suffer. This can lead to staff burnout, disengagement from the congregation, and ultimately, a stagnation or even decline in attendance. In the worst-case scenario, the church may find itself completing a new facility only to realize that the momentum that justified its need has been lost. To avoid this, it is crucial to select a SPOC who can dedicate their full attention to the construction project without jeopardizing the church’s ongoing mission and leadership.

Avoiding Common Pitfalls

- **Too Many Points of Contact** – If multiple individuals are relaying messages, confusion can set in. Ensure the SPOC is the primary communicator.
- **Failure to Keep Records** – The SPOC should document all communications, decisions, and changes to avoid disputes later.
- **Lack of Authority** – If the SPOC is unable to make minor decisions or escalate issues quickly, they can become ineffective. Clearly define their authority within the committee.

Conclusion

A Single Point of Contact is a crucial role that can significantly improve the efficiency of a church construction project. By reducing miscommunication, ensuring timely decisions, and keeping all parties informed, the SPOC plays a vital role in ensuring the project is completed on time and within budget. The church building committee should carefully select someone who embodies the necessary skills and authority to fulfill this role effectively.