

## Role Description

Job title:	Office and Operations Manager
Team:	Operations
Line manager:	Head of Operations
Direct reports:	Office Assistants (2)
Key internal relationships:	<ul style="list-style-type: none"> <li>• Christian Concern staff team</li> <li>• Finance team</li> </ul>
Key external relationships:	<ul style="list-style-type: none"> <li>• Visitors to Christian Concern's offices</li> <li>• Telephone callers</li> <li>• Suppliers of office and building services</li> <li>• Prospective employees</li> </ul>

## Purpose

We're a growing movement of Christians passionate about seeing the love, justice, truth, freedom and hope of Jesus at the heart of society. We need an office administration and support team that delivers an excellent all-round experience for both our staff team and our external stakeholders, by providing friendly and professional 'first point of contact' services and efficient 'behind the scenes' processes and support. Your role will be to manage our core office administration team, introducing new ways of working, and growing and developing the team in line with our organisational objectives and strategy.

## Main responsibilities

- Managing our front office team to deliver a professional service including, for example:**
  - Warm and professional service for visitors and telephone callers
  - Clean, tidy and professional office environment (whole building)
  - Management of post, parcels and deliveries (inbound and outbound)
  - Management of meeting rooms and in-house catering (bookings, setup, servicing)
  - Administration and arrangements for regular staff meetings (e.g. weekly prayer meeting)
  - Bookings and arrangements for staff events (e.g. celebrations, leaving events)
  - Travel and accommodation arrangements for staff team (and others as appropriate)
  - Provision of necessary everyday supplies (e.g. stationery, cleaning, catering)
  - Administrative and errand-support for senior management team
- Leading and developing our front office team – for example:**
  - Communicating team values and ensuring that they are reflected in day to day work
  - Setting objectives, goals and service level standards for the team and managing performance
  - Conducting regular reviews and appraisals
  - Developing and growing skills within the team
  - Managing change to existing and sometimes embedded processes
- Providing first-level HR administration and support – for example:**
  - Providing administrative support for employee recruitment process
  - Managing recruitment and training of volunteers

- Managing start-of-work process (e.g. contact and welcome, provision of desk-space and IT equipment) and induction programme for new staff members
  - Managing internship and work-experience programmes
  - Organising team-wide / general skills training for staff team
- 4 Providing a safe and secure working environment (security, fire, health and safety) – for example:**
- Assessing and mitigating risks, and maintaining risk register
  - Ensuring relevant equipment is fit-for-purpose and serviced regularly
  - Improving internal safety and security protocols
  - Providing training for staff team (e.g. fire, safe lifting)
  - Undertaking regular checks and tests
  - Maintaining records
  - Ensuring compliance with current and future regulatory frameworks, including statutory reporting where required
  - Ensuring adequate insurance cover (building, employer and public liability etc.)
- 5 Providing a comfortable, attractive and professional working environment – for example:**
- Office furniture (desk, chairs, storage etc.)
  - Climate control (heating, air conditioning etc.)
  - Lighting
  - Soft furnishings and décor (e.g. pictures, flowers)
  - Maintenance and repair of building fixtures and fabric (internal only)
  - Building redecoration, reconfiguration and improvements to office facilities
- 6 Managing shared office equipment – for example:**
- Providing printing, scanning, copying and other office equipment (e.g. franking, folding machines)
  - Providing office and technology accessories (e.g. batteries, chargers, headsets, mice)
  - Managing use of bookable equipment (e.g. projector, shared laptops)
  - Providing training and troubleshooting to staff team and others, for shared office equipment
  - Providing first-level ICT support, where possible
- 7 Managing external suppliers and services (ensuring quality and cost-effectiveness) – for example:**
- Cleaning services – both everyday cleaning and occasional (e.g. carpets, windows, exterior)
  - Utilities (gas, electricity, water)
  - Waste collection (confidential waste, rubbish, recycling etc.)
  - External storage providers
  - Catering suppliers
  - Maintenance services
  - Landlord
  - Local council
- 8 Improving cost-effectiveness, and reducing environmental impact and waste – for example:**
- Identifying and implementing opportunities for efficiency improvements and cost savings
  - Promoting recycling and waste reduction
  - Reducing reliance on paper, and encouraging digital alternatives
- 9 Promoting a happy and healthy working environment – for example:**
- Improving internal staff communication and celebration of achievements
  - Promoting healthy alternatives
  - Making other changes that aid staff wellbeing, as agreed with the senior management team
- 10 Carrying out other reasonable duties as required – for example:**
- Other reasonable activities necessary to ensuring that the work of Christian Concern and the Christian Legal Centre is carried out effectively

## Priorities

To succeed in this role, you'll need to deliver an office support culture and service that is:

- **Popular with our staff team:** we want great reviews from our staff. We want them to know that our office support team is 'on their side' and committed to helping them achieve their goals. We want them to feel that the office support team 'takes things off their mind' so that they don't have to worry about them, and is an asset that empowers them in their mission, not a battleground or obstacle that holds them back.
- **Popular with external stakeholders:** we want great reviews from external stakeholders, and to hear them saying things like 'professional, efficient, welcoming, helpful and friendly'.
- **Responsive and available:** we operate in a fast-changing environment and need to be responsive and flexible. We need an office support team that is ready and willing to meet emerging needs, with grace.
- **Well planned and organised:** we need a team that is on top of the details. There are often last-minute requests or emerging needs, but we need a team that understands that planning ahead, anticipating issues, developing effective processes and keeping on top of routine work creates order out of chaos and enables a team to respond to unexpected requests.
- **Secure and compliant:** we need a team that is on the lookout for risks, and keeps us safe, secure and compliant, ensuring that best practice is implemented, staff are trained, checks are undertaken, and records are kept.
- **Growing in line with organisational objectives and plans:** as an organisation we're not standing still. Under God, we have big ambitions, and our office support team has a part to play in this. We want to see a team that is eager to grow, improve, take on new challenges and learn new skills, and has a 'can-do' attitude.
- **Cost-effective:** we're funded by donations and we want to make good use of resources. We're looking for a team that wants to achieve the best but in the most efficient way.

## Key characteristics

This is what we think you'll need to be to succeed:

- **Godly:** you'll need to love God and others, to be passionate about our vision, want to see Jesus made known and be committed to our mission.
- **Strong on people management:** you'll need strong management skills, being able to motivate, hold people accountable, and allocate and delegate work with clarity.
- **Personable and helpful:** you'll need to have a strong desire to serve and help others, even when it potentially creates more work for you, and able to listen well and diagnose problems. You'll need to be able to remain calm, patient and positive, even when you encounter frustration or impatience in others.
- **Responsive and flexible:** you'll need to cope with some interruptions to your planned work, responding to emerging issues, queries and short-notice requests, without it causing you stress or frustration. You'll need to be effective at multi-tasking, and even relish the variation that it brings.
- **Reliable and accurate:** you'll need to be attentive to detail and strong on routine work, always deliver what has been agreed without being chased, and help others in the team to be the same.
- **Able to cope with some ambiguity and change:** being a fast-paced, responsive organisation, the extent of structure or supervision may at times be more limited than it might ideally be. You'll need to be able to cope with this and continue to function effectively. You'll also need to be able to cope with an environment where priorities, projects and objectives can change reasonably quickly.
- **Interested in improving things:** you'll need a strong desire not simply to 'manage the existing' but to seek to improve processes, train the team and encourage a positive culture.
- **Process-minded:** you'll need a particular eye for how technology and human processes can be used and improved to deliver excellent results in the most efficient way.
- **Able to scope and manage projects:** you'll need to be able to break down a bigger project into

constituent parts or phases, plan them accordingly and then make them happen, on time and on budget.

- **Keen to learn and grow:** you'll need to be keen to improve, develop and be stretched, and value feedback, both positive or negative.

For more detail about what we're looking for, see the person specification below.

## Person specification

### Vision and values

Passionately supportive of Christian Concern and the Christian Legal Centre's vision, mission, ethos and our stance on campaign issues and cases	Essential
Willing to represent us and our message and mission through various channels (e.g. in-person, on telephone etc.)	Essential
Willing to lead prayer and biblical reflection, and participate in our weekly prayer meeting	Essential
Committed to our Christian beliefs (as set out in our statement of faith) and to living and working in accordance with them, to recognising the authority of the Bible in all matters, and to maintaining your own discipleship of Jesus and being a good role model inside and outside the organisation.	Essential
Existing understanding of Christian Concern's main campaign issues and the theological principles underpinning our approach	Desirable

### Character and temperament

Takes responsibility, doesn't need to be reminded about delegated tasks, keeps projects on track despite setbacks and hits deadlines	Essential
Highly organised, taking a structured approach to work, can be relied upon to execute routine tasks and keep excellent records, without close supervision	Essential
Good attention to detail, committed to accuracy and precision	Essential
Takes initiative, can work effectively on project or routine work, even where structure or supervision is limited	Essential
Ability to identify and implement changes (especially new or improved processes) that could benefit the organisation	Essential
Works effectively in a rapidly changing and pressured environment, can cope with change and uncertainty, continues to communicate and work well with others, even when under pressure	Essential
Persuasive and influential, able to bring about change	Essential
Friendly, patient and helpful when dealing with requests from staff team	Essential
Eager to grow and develop, and to help others do the same	Essential
Willing to work flexibly when needed, including occasional working out of normal office hours / being on-call	Essential

## Experience

Line managing others in an office support or similar context	Essential
Managing a budget, and planning and controlling expenditure	Essential
Managing formal agreements (e.g. service level agreements, leases, contracts) and negotiating new terms	Desirable
Project management	Desirable
Change management	Desirable
Training others	Desirable
HR and recruitment administration	Desirable
Providing first-level IT help and advice	Desirable

## Skills and knowledge

Excellent written and spoken communication	Essential
Excellent office IT skills (e.g. using Office 365)	Essential
Familiarity with requirements of GDPR and other data and privacy regulations	Desirable

## Qualifications

Degree level qualification or equivalent experience	Desirable
Full, clean UK driving licence	Desirable

## Other

### Additional Information:

There is an occupational requirement that the successful candidate be a practising Christian, committed to the upholding the Christian Concern statement of faith in lifestyle and belief.

### For office use:

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