

Role Description

Job title:	Hospitality and Administration Assistant
Team:	Office Support Team
Line manager:	Office Operations Manager
Direct reports:	None
Key internal relationships:	<ul style="list-style-type: none"> • Senior Management Team • All staff
Key external relationships:	<ul style="list-style-type: none"> • Visitors to Christian Concern's offices • Telephone callers • Suppliers and contractors

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. As our Hospitality and Administrative Assistant you are at the heart of our organisation and a key contact point with a wide range of external parties. Your role is to provide an excellent all-round reception and office experience for both our external stakeholders and our staff team by providing friendly and professional 'first point of contact' services and efficient 'behind the scenes' processes and support, enabling us to grow the movement in size and influence.

Priorities

In a nutshell, this is what we're looking for you to deliver:

- **Great reviews from visitors and telephone-callers:** we want to hear enthusiastic reviews from those who visit our offices or contact us by telephone. We'd be expecting to hear things like 'warm', 'friendly', 'helpful', 'professional', 'efficient', and 'a great ambassador for Christian Concern'.
- **Great reviews from our staff team:** we want to hear great reviews from our staff team, highlighting your efficiency and helpfulness, and suggesting that your presence makes people's working lives just that little bit easier. We're not looking for drama or fuss but for things (whether routine responsibilities or delegated tasks) to be done on time, without reminder, and to be 'right first time'.
- **Services that run like clockwork:** whether it's the printer always being stocked with paper, or the meeting-room cupboard always full of glasses, we're hoping that you'll be so on top of managing things (e.g. room bookings, supplies, catering and other arrangements) that it feels as though everything just happens automatically.
- **A tidy, attractive office environment:** we're hoping that you'll be passionate about ensuring that our offices, and especially our reception areas, are as attractive, tidy and fit-for-purpose as possible.

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.
- **Servant-hearted and helpful:** you'll need to have a strong desire to serve and help others and to do so graciously and joyfully, even when it potentially creates more work for you. You'll need to be able to remain calm, patient and positive, even when you encounter frustration or impatience in others.

- **Personable and welcoming:** you'll need to be genuinely interested in others, able to make people feel welcome and naturally put them at ease.
- **Professional:** you'll need to be able to engage appropriately with a wide range of people and build confidence in the services we offer. You'll need to be highly professional in every area of presentation, dress smartly and keep your work area tidy. You'll need to be constantly mindful of the importance of first impressions and your influence on those.
- **Highly organised and dependable:** you'll need to deliver on your routine responsibilities and delegated tasks, on time, without reminder and 'right first time'. Once something is given to you we need to know that it will be done, and we don't want to be chasing you or sending things back for another attempt. You'll need an effective system of personal organisation and work-planning, and to embrace technology and build in mini-processes to your working pattern that improve your efficiency.
- **Trustworthy and discreet:** you'll need to be discreet, able to maintain confidentiality and the highest standards of honesty and integrity.
- **Responsive and flexible:** you'll need to cope with interruptions to your planned work, responding to queries and short-notice requests, without it causing you stress or frustration. You'll need to be comfortable with the fast-paced, responsive culture of the organisation, and to be effective at multi-tasking, even relishing the variation that it brings.
- **Keen to learn and grow:** you'll need to be keen to grow, improve, and be stretched, and value feedback, both positive or negative.

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

Main responsibilities

- 1 Providing a warm, professional welcome to visitors to our office
- 2 Providing a warm, professional telephone answering service
- 3 Receiving deliveries and managing post efficiently
- 4 Booking parking, transport and accommodation
- 5 Managing meeting room bookings
- 6 Setting up and clearing up meeting rooms
- 7 Organising / providing catering for in-house meetings and events
- 8 Ensuring that our office building is ready for the start and end of the working day
- 9 Ensuring our reception area is welcoming, tidy and professional
- 10 Ensuring that our office building is tidy, clean, safe and secure
- 11 Managing stock levels and ordering office supplies
- 12 Providing administrative and practical support to our Senior Management Team
- 13 Assisting with staff-wide events and communication
- 14 Providing cover for our Events and Supporter Services team
- 15 Performing other reasonable duties as required

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. through conversations at Christian Concern events or on the telephone)	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	
Highly organised and dependable, can be relied upon to execute routine and delegated tasks on time and without reminder, takes an intentional, planned approach to work wherever possible	Essential
Excellent attention to detail, highly committed to understanding task requirements clearly and delivering accurately	Essential
Warm, welcoming and personable	Essential
Professional in manner and communication	Essential
Smart, professional appearance, loves tidiness and order	Essential
Trustworthy and discreet, always maintains confidentiality	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
Works effectively in a team, is proactive in keeping colleagues informed about work, is friendly, patient, encouraging and helpful when dealing with others	Essential
Willing to work flexibly when needed, including occasional working out of normal office hours / being on-call	Essential

Experience

Office administrator, receptionist or personal assistant Desirable

Skills and knowledge

Level

Skills and knowledge	Level	
Professional manner (in-person and on telephone)	Excellent	Essential
Spoken communication	Good	Essential
Written communication	Good	Essential
Able to interact appropriately with a wide range of people	Excellent	Essential
Microsoft Office and general IT skills	Good	Essential

Qualifications

Full, clean UK driving licence Desirable

Other

Additional Information:

You may be required occasionally to carry out other reasonable activities necessary to ensuring that the work of Christian Concern and the Christian Legal Centre is carried out effectively.

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:

Role reference:	2305/HA
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