

## Role Description

<b>Job title:</b>	<b>Office Operations Manager</b>
Team:	Office Operations and Support Team
Line manager:	Head of Operations
Direct reports:	Up to 2
Key internal relationships:	<ul style="list-style-type: none"> <li>• Christian Concern staff team</li> <li>• Facilities manager</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 and contractors</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 operations 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 lead our Office Operations and Support team, introducing new ways of working, and growing and developing the team in line with our organisational objectives and strategy.

### 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 and last-minute needs, with enthusiasm, energy and grace.
- **Well planned and organised:** we need a team that is on top of the details and excels at planning ahead, anticipating issues, developing effective processes, keeping on top of routine work and creating order, recognising that this empowers responsive to unexpected requests rather than being an obstacle to it.
- **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.
- **Delivering an attractive, professional and well-equipped office environment:** we want our reception area, meeting rooms, office space and other areas of our building to resonate with our values as an organisation.

- **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.
- **Strategically-minded:** you'll need a strong grasp of our organisational vision, mission, strategy and message and be able to shape day-to-day processes and priorities, and to train others in the team accordingly.
- **Able to manage, motivate and develop others:** you'll need strong management skills, being able to motivate, hold people accountable, allocate and delegate work with clarity, and ensure that the team is aligned with our values.
- **Collaborative and communicative:** you'll need to be an excellent team-player, keen to help colleagues, and proactive in communicating well about what you are doing and what you need from others, and providing accurate and useful management information on team performance.
- **Excellent in driving change and improvement:** you'll need to be able to improve processes, implement change, train the team and encourage a positive culture, such that the team and its output is continually developing.
- **Process and project minded:** you'll need to be able to map, design, improve and manage effective business processes, and apply 'systems thinking' that enables you to spot problems with existing processes and bring positive change. You'll also need to be able to scope and manage projects, being 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.
- **Professional, friendly and helpful:** you and your team will be communicating with a wide variety of people. You'll need to have a strong desire to serve and help others (even when it creates more work for you), and remain calm, patient and positive, even when you encounter challenges. And you'll need to help your team do the same.
- **Accurate, reliable and prompt:** you'll need a strong commitment to accuracy and getting the detail right, and a determination to ensure that enquiries and requests from colleagues and external contacts are handled as promptly as possible. You'll need to manage your team to deliver to agreed service-level agreements (SLAs) and deadlines without the need to be reminded or chased.
- **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.
- **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. Priorities, projects and objectives can change reasonably quickly. You'll need to be able to cope with this and continue to function effectively. You'll need to cope with some interruptions to your planned work and be ready to respond to short-notice requests without it causing you stress or frustration. You'll need to be effective at multi-tasking, and even enjoy the variation or excitement that it can bring.
- **Keen to learn and grow:** you'll need to be keen to improve, develop and be stretched yourself, value feedback, both positive or negative, and encourage the same amongst members of your team.

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

## Main responsibilities

- 1 **Managing and developing our Office Support team – for example:**
  - Planning, allocating, coordinating and monitoring the work of the team to ensure on-time, on-budget, to-standard delivery, and successful outcomes, especially in sections outlined below
  - Mentoring and developing individuals within the team
  - Growing and developing the team
  - Ensuring team alignment with wider organisation
  
- 2 **Ensuring that our Office Support team provides a professional, friendly and efficient service – including:**
  - Providing a warm, professional welcome to visitors to our office
  - Providing a warm, professional telephone answering service
  - Managing meeting rooms (room bookings, equipment, set-up and clear-up)
  - Organising / providing catering for in-house meetings and events
  - Ordering office supplies and managing stock levels
  - Receiving deliveries and managing post
  - Ensuring that our office building is properly prepared for the start and end of each working day
  - Ensuring that our office building is tidy, clean, well-stocked and secure
  - Assisting with booking parking, accommodation and travel, as needed
  - Providing administrative and practical support to our Senior Management Team
  
- 3 **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 well-equipped office environment and managing shared office equipment – for example:**
  - Ensuring provision and availability of printing, scanning, copying and other office equipment (e.g. franking, folding machines), working with our IT support manager where necessary
  - 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, working with our IT support manager where necessary
  - Providing basic-level IT support, where possible
  
- 5 **Providing a comfortable, attractive and professional working environment – for example:**
  - Identifying opportunities for improvements to our office facilities (e.g. functionality, appearance)
  - Scoping, costing and implementing improvement projects
  - Managing office, furniture and equipment moves
  - Working with our Facilities Manager, external suppliers and internal stakeholders, as necessary, to facilitate the above and ensure that our office building is a professional and enjoyable place to work

- 5 **Facilitating a safe and secure working environment (security, fire, health and safety) – for example:**
  - Identifying, reporting and addressing health, safety, fire and security issues that arise in our office environment
  - Identifying opportunities for improvements in our office environment, in relation to health, safety, fire and security
  - Scoping, costing and implementing changes and improvement projects, in light of the above
  - Ensuring staff-team appropriately informed and trained in relevant health, safety, fire and securing matters, on an ongoing basis
  - Ensuring provision of first aid materials
  - Working with our Facilities Manager to ensure compliance with relevant legislation and policy in relation to health, safety, fire and security matters
  - Working with our Facilities Manager, external suppliers and internal stakeholders, as necessary, to facilitate the above and ensure that our office building is safe and secure
  
- 6 **Managing external suppliers and services (ensuring quality and cost-effectiveness) – for example:**
  - Cleaning services – both everyday cleaning and occasional (e.g. carpets, windows, exterior)
  - Waste collection (confidential waste, rubbish, recycling etc.)
  - External storage providers
  - Catering suppliers
  
- 7 **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
  
- 8 **Promoting a happy and healthy working environment – for example:**
  - Improving internal staff communication and celebration of achievements
  - Promoting healthy catering options
  - Making other changes that aid staff wellbeing, as agreed with the senior management team
  
- 9 **Liaising with our Events and Supporter Services team to organise mutual cover – for example:**
  - Managing office support team to provide cover or assistance to our Events and Supporter Services team where needed
  - Arranging cover for Office Support team from Events or Supporter Services team where needed (e.g. in case of annual leave, illness)
  
- 10 **Performing 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

## 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	
Highly organised, great time management, able to prioritise, takes a structured approach to work and can be relied upon to execute responsibilities without reminder	Essential
Takes responsibility, keeps work on track despite setbacks, meets service-level agreements and hits deadlines	Essential
Able to allocate work effectively and monitor performance against service-level agreements	Essential
Works effectively when supervision or structure is limited, takes initiative, overcomes obstacles and takes proactive approach to problem solving	Essential
Works effectively in a rapidly changing and pressured environment, can cope with change and uncertainty, continuing to communicate and work well with others	Essential
High attention to detail, committed to accuracy and precision	Essential
Likes to improve things, especially business processes	Essential
Friendly, positive, patient and helpful in dealing with others, even when under pressure or time is short	Essential
Able to inspire and motivate others, and interested in seeing them develop and grow	Essential
Eager to grow and benefit from training	Essential
Willing to work flexibly when needed, including occasional working out of normal office hours	Essential

## Experience

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

## Skills and knowledge

Good 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
Fire safety training	Desirable
First aid training	Desirable

### 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:

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