

Christian Concern | Role Description

Hospitality and Administrative Assistant

Mission

Christian Concern is building a movement of Christians that brings the hope of Jesus Christ to the heart of society.

Purpose

As our Administrative and Hospitality 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 Christian Concern movement.

Context

Role title:	Hospitality and Administrative Assistant
Team:	Office Services
Line manager:	Office Manager
Direct reports:	None
Key internal relationships:	<ul style="list-style-type: none">• Senior management team• Wider staff team
Key external relationships:	<ul style="list-style-type: none">• Visitors to Christian Concern's offices• Telephone callers• Suppliers and contractors

Priorities

In summary, this is what we think would constitute success in this role:

- **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'.
- **First-class hospitality:** you'll need to provide excellent hospitality – warm, welcoming, and well-prepared. Whether it's tea and coffee, pastries or lunch, you'll need to ensure that everything is ready and attractively presented. You'll need an eye for detail. Whatever the occasion, you'll need to be professional, personable and dressed smartly. You'll also need to be very attentive to what visitors

need, anticipating requirements and questions before you are asked, and going out of your way to be helpful.

- **A tidy, attractive office environment:** you'll need to be passionate about ensuring that our offices are as attractive, tidy and fit-for-purpose as possible.
- **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 model ambassador for the Christian Concern movement:** we want to see in you a model ambassador for our ministry. We want to see warm, generous service of others, coupled with knowledge of and passion for our ministry, that attracts people to the Christian Concern movement.

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
- 4 Booking parking, transport and accommodation
- 5 Managing bookings of meeting rooms
- 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 of the day (opening up)
- 9 Ensuring that our office building is ready for the end of the day (closing up)
- 10 Ensuring welcoming, tidy and professional reception room
- 11 Ensuring that our office building is tidy and clean
- 12 Ensuring that our office building is safe and secure
- 13 Ordering office supplies and managing stock levels
- 14 Providing administrative and practical support to our Senior Management Team
- 15 Assisting with staff team events and communication
- 15 Performing other reasonable duties as required

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.
- **Attentive to detail and presentation:** you'll need to care a lot about detail and the way that things are presented – whether that is the way that the coffee and tea is set up for a meeting, or the way that information about a meeting is communicated in an email.
- **Organised, structured and reliable:** 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.
- **Able to cope with some ambiguity:** you'll need to be able to cope when information or instruction is incomplete and be able to make sensible decisions.
- **Delight in identifying and implementing improvements:** ideally, you'll find joy in improving our administrative systems, processes and efficiency, taking the initiative in identifying opportunities, finding solutions, working with others and implementing change.
- **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.

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 public-facing role at Christian Concern events, email communications with supporters)	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

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:

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