



STAFF PROFILE:

| JOB DETAILS: | | | |
|---------------------|-------------------------|------------------|--|
| Job Title | Operations Coordinator | Contracted Days | 30 hours per week <i>(to be worked across 4 or 5 days - Monday to Friday)</i> |
| Direct Line Manager | Operations + HR Manager | Pastoral Support | C3 Hope Chaplain |

| JOB PROFILE: |
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| <p>The Operations Coordinator will play a key role within the Operations team, working alongside the Operations Manager + Facilities Manager in order to:</p> <ul style="list-style-type: none">• Contribute to, facilitate, and advance the overall mission and vision of C3 Hope.• Provide integral administrative support to the Operations, HR, and Facilities department.• Manage and administrate church systems and processes which ensure effective and smooth operations across the C3 Hope church and within the Hope Centre.• Assist in the coordination of special events, meetings, and projects within the organisation. |

| KEY RESPONSIBILITIES: |
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| <p><u>General Administrative Support</u></p> <ul style="list-style-type: none">• Provide essential support to the Operations Manager and Facilities Manager, ensuring smooth day-to-day operations and aiding in long-term planning and strategy.• Tasks include, but are not limited to, managing the church calendar, handling correspondence, assisting in policy writing, HR processes, Facilities processes, record-keeping, and managing supply orders. |
| <p><u>Event Coordination</u></p> <ul style="list-style-type: none">• Play a pivotal role in coordinating and executing church events and special events, from Leaders Training Days to Christmas parties and Women’s gatherings, as well as external conferences such as Global Lead Summit.• Responsibilities include liaising with vendors, coordinating volunteers, and ensuring logistical needs are met. |
| <p><u>Staff + Leaders Meetings</u></p> <ul style="list-style-type: none">• Assist in planning, facilitating, and administering meetings, ensuring seamless execution from sending invitations to organising refreshments, taking minutes, and following up on action items. |
| <p><u>Financial Administration</u></p> <ul style="list-style-type: none">• Support financial tasks, such as processing invoices, reconciling Barclaycard statements, preparing financial reports, and aiding in budget management. |

Systems and Processes

- Work with the Operations Manager and Facilities Manager to identify opportunities for improving operational function and efficiency.
- Assist in the implementation of new systems, processes, and procedures to streamline operations and enhance productivity.

Vision Administration

- Help administer the vision of C3 Hope by aligning day-to-day activities with the overarching mission and goals. This includes communicating the vision to stakeholders and facilitating initiatives that support its realisation.

General

- To be familiar with all departments and projects happening within The Hope Centre
- To attend any internal meetings as and when required and undertake any other duties commensurate with either the role or the overall mission of the organisation.
- To participate in creating an inclusive environment that promotes diversity and freedom from discrimination.
- To adhere to the policies of the charity C3 Trust UK and any specific policies for departments.
- To be familiar with C3 Trust UK Safeguarding policy and take appropriate responsibility for safeguarding at all times.

SPECIFIC JOB REQUIREMENTS:

- Educational requirement: to have achieved GCSE (or equivalent) in Maths and English (basic literacy and numeracy)
- Ability to carry out the expectations role, such as manual handling, fast paced environment, and duplication of tasks.
- Occupational requirement: to have a committed Christian faith (Schedule 9 part 1 of the Equality Act 2010) due to the context of the role.
- Commitment to the vision of C3 Hope through regular attendance and participation in the life of the church – ideal candidate will have values in line with the organisation, C3 Hope and C3 Trust UK as a whole.

KEY SKILLS

Essential

- Administration Skills: Ability to manage clerical tasks efficiently with good attention to detail
- Communication Skills: Ability to communicate clearly in diverse ways
- Planning and Project Management Skills: Ensuring projects move from planning through to implementation
- Organisational Skills: Excellent personal organisation and the ability to prioritise
- Time Management Skills: Ability to divide your time efficiently between specific activities
- Technical Skills: Basic understanding of IT systems and Office 365, with a willingness to learn and use new systems
- Leadership and Volunteer Management Skills: Ability to manage volunteers effectively and coordinate teams
- Collaborative Skills: Ability to work collaboratively with staff and volunteers throughout the organisation
- Confidentiality: Experience of and commitment to confidentiality, and ability to be discrete, professional, and trusted with sensitive information.

Desired (Not Essential)

- HR / Policy administrative experience
- Experience in planning and/or coordinating events
- Driving Licence and access to own vehicle

KEY COMPETENCIES / BEHAVIOURS:

- Friendly and approachable with a positive attitude
- Detail-oriented with a commitment to excellence in all tasks
- Helpful and willing to offer support to others
- Great team player and able to work collaboratively as part of a team
- Resourceful and proactive in solving problems and navigating challenges effectively
- Punctual, reliable, and steadfast commitment to responsibilities
- Creative mindset, capable of innovative thinking and generating fresh ideas
- Flexible and capable of readily adjusting to changing circumstances
- Self-motivated and capable of working independently with minimal supervision
- Proactive commitment to personal development through coaching and learning new skills
- Church awareness – knowledge of how churches operate and function
- Sympathetic and respectful towards the vision and values of C3 Hope, HCF and C3 Trust UK as a whole
- Upholding of the reputation of the organisation in the following specific areas:
 - Keeping personal integrity high
 - Being honest and trustworthy
 - Speaking well of the organisation