



# **Operations Team Administrator Application Pack**

BE THE TRAILBLAZER  
ACTIVATE CHANGE  
STRENGTHEN LIVES  
BUILD COMMUNITIES  
EMBRACE THE CHALLENGES  
BE THE HELPING HAND  
FAITH TAKING ACTION  
PURPOSEFUL ACTION  
REAL PEOPLE  
REAL FAITH  
RISK TAKERS



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# FROM OUR CEO

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I'm delighted that you are interested in the role of Operations Team Administrator with Church Army, I hope that as you read through this job pack you get a clearer sense of who we are.

In all our work Church Army seeks to support and empower those most in need in the UK & Ireland. We walk alongside and love those who are struggling, especially the marginalised. We are a mission organisation committed to enabling the transformation of lives and communities in and by the love of God.

The work of Church Army makes a real difference in people's lives. Every role offers the opportunity contribute to making our vision a reality. The work that you do with Church Army really will make a difference, and we are thankful for every one of our committed and passionate staff. Our GRACEUP values are at the heart of all that we do across Church Army, in our work and in our relationships. They serve as cultural cornerstones, compass points and anchors. In joining Church Army, you will belong to a community of remarkable people who are proud to do what they do. Together we work hard to make sure our team know that they are valued for their contributions and moreover valued for who they are.

This is an exciting time to join us. As we implement our DARE strategy Church Army is growing its frontline work and growing its impact. We are proud to work in some of the toughest communities across the UK and Ireland. Our Centres of Mission, in partnership with Dioceses, are where evangelists live in local communities sharing faith, and empowering & equipping the local church in mission and evangelism. In Marylebone London, we run the biggest women's only hostel and the only 24/7 emergency drop-in centre in the UK. Marylebone empowers women to end their homelessness and live their lives to the full. In Cardiff, we run the Amber Project, which helps young people who battle self-harm, and the Ty Bronna Project, which is a hostel for homeless young people. Elsewhere our Chocolate Box Project befriends, serves and supports women involved in the sex industry.

It can be challenging work. Church Army is often found where others won't go and doing things that others can't or won't. Yet it is joyful and fulfilling work. We serve in a broad range of settings, with people from all walks of life, and of all faiths and none. I am thrilled and humbled to work for an organisation that does this in God's name and your name.

I hope that you will be inspired and encouraged to want to join our amazing team.

Yours,



**Peter Rouch**







## **ROLE OF OPERATIONS TEAM ADMINISTRATOR**

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We are looking for an efficient and competent administrator to join our Operations Team. In this role you will provide administrative support to the team which includes a Director, the Regional Development Officers, the Envoy Team Leader. The team is based around the UK and Ireland, and we have regular meetings remotely and in person in the Wilson Carlile Centre in Sheffield. The team serves our front-line work across the UK and Ireland.

As Administrator, you will support the Director of Operations and the team in the administrative tasks of their roles, including booking travel and overseeing diary management. For this you will need to work with team members and other colleagues to manage busy diaries and manage the booking process.

The Church Army Operations team is a diverse mix of people, and therefore in this role you will engage with people from all different contexts who have a relationship with us, including those who are interested in finding out about partnership with Church Army. You will enjoy working with people and helping them with the enquiries. You need to have excellent communication skills and be able to engage with people well over phone, email and in person. As supporting the administration of diaries and events is key to this role, you should be someone who has excellent organisation skills and able to work to deadlines. The post holder does need to be comfortable working in a Christian environment and be sympathetic to our vision and values. If you are a gifted administrator who loves working with people and can provide a team with an efficient administrative service, we would love you to apply.

*Neville Willerton, Director of Operations*



## **ROLE DESCRIPTION**

<b>Location</b>	Wilson Carlile Centre, Sheffield
<b>Salary</b>	£20,157 per annum, pro-rata
<b>Responsible to</b>	Director of Operations
<b>Relating to</b>	Regional Development Officers, Envoy Team Leader, and wider staff team based in the National Office Sheffield
<b>Hours</b>	18.75 hours per week (0.5) Some evening and weekend work will be required on occasion.
<b>Pension</b>	The employee will be assessed under autoenrollment pension legislation and if eligible, minimum contributions will be made.
<b>Annual Leave</b>	25 days plus bank holidays (33 days), pro-rata
<b>Probation Period</b>	6 months
<b>Contract Type</b>	Part-Time, Open-Ended
<b>Notice Period</b>	4 weeks (after Probation Period)
<b>DBS Requirement</b>	None. However, the post holder will be expected to comply with Church Army's safeguarding policies and procedures.

**Purpose:** To provide an effective administration service to the Church Army Operations Team

**Objectives:**

1. Provide administrative support to the Director of Ops and team
2. To be responsible for the administration of interview with our partners, and the administration process supporting them.
3. To cover create, update and distribute documents and resources held within Operations.
4. To administrate in organising and planning events for Church Army more broadly
5. Be an active member of the National Office Team

**In this role you will:**

- 1. Provide administrative support to the Director of Operations and team**
  - 1.1 To assist colleagues in the administration aspects of their roles including booking train travel, claiming expenses and other office administration duties
  - 1.2 To oversee the diary of the Director booking appointments as required
  - 1.3 To ensure correspondence in relation to the Operations team is documented and filed in accordance with GDPR
  - 1.4 To take minutes of meetings and distribute in a timely manner
  - 1.5 To ensure effective communication with other teams at WCC and the Operations team
  - 1.6 To undertake routine correspondence and admin duties
  - 1.7 To respond to general emails and enquires and pass on to the relevant team member.
- 2. To be responsible for the administration of interviews with our partners, and the administration process supporting them.**
  - 2.1 To support the Director and RDO's with the administration of interview process.
  - 2.2 To liaise with key stakeholders about logistics of events and facilities required.
  - 2.3 To administrate any booking process for events and keep planning groups or steering groups briefed on attendance.
  - 2.4 To deal with any administrative enquiries about Operations events.
- 3. To cover create, update and distribute documents and resources held within Operations.**
  - 3.1 To update and distribute resources, such as third-party line manager packs and lead evangelist packs to support the front-line work of Church Army.
  - 3.2 To cover administrative responsibilities for other appropriate projects within Church Army where like MYCN and Envoy.
- 4. To support in the organisation and planning of events for Church Army more broadly.**
  - 4.1 To support the Director and other senior colleagues in the administration of events for Church Army Centres of Mission and projects, including the Centres of Mission conferences and Leaders Gatherings.



- 4.2 To liaise with the conference team about hospitality of events.
- 4.3 To administrate any booking process for events and keep planning groups briefed on attendance
- 4.4 To deal with any administrative enquiries about gatherings and events

**5. To be an active participant in the community life of the Wilson Carlile Centre.**

- 5.1 To help build a sense of community and teamwork within the Wilson Carlile Centre.
- 5.2 To be part of the National Office Team, sharing in the life and objectives of the team.
- 5.3 To attend and take part in monthly Sheffield Staff Team Gatherings.
- 5.4 To share in the general responsibilities of all staff with regard to welcoming visitors, dealing with post, handling phone calls and enquiries as required.

**General:**

- To undertake any such duties as are commensurate with the post at the direction of the line-manager or their senior.
- To be active as a member of the Operations team, demonstrating and encouraging participation in team meetings and in the overall objectives and life of the team
- To attend an annual appraisal and regular one to ones with your line manager
- To undertake any training as required for the role as identified in an appraisal or supervision
- To adhere to Church Army's contractual and non-contractual policies at all times. These are outline in the Staff Handbook and on Church Army's intranet document library.
- Act in the best interest of Church Army at all times

## **TRAINING**

As a responsible employer we value the importance of professional formation and expect our employees to commit to ongoing training towards fulfilling their roles. We will seek to provide you with the support you need to enable you in your role, including professional training where appropriate, regular 1-2-1s with your line manager and all the support that comes from being part of a national charity and a loving community.

# **ROLE REQUIREMENTS**

The following sets out what we are looking for in the post holder. As you apply for the post and submit your application, please make sure you evidence with good clear examples how you meet the criteria below.

All aspects of the person specification will be assessed via the application form, interview and selection process, and within pre-employment check (e.g. references).

## **Essential:**

### Experience, knowledge, qualifications and understanding

- Experience of working as an administrator within a team
- Working knowledge of Office programmes and confident using them

### Skills

- Confident using the phone and contacting people
- Good organisational skills
- Able to work to deadlines calmly and with good time
- Able to prioritise tasks
- Strong administration skills

### Attributes

- Team Player
- Someone who loves working with people
- Friendly and approachable
- Strong initiative
- A completer finisher

## **Desirable:**

### Experience, knowledge, qualifications and understanding

- Experience of diary management for a senior colleague
- Knowledge of Anglican structures

### Skills

- Event organisation and management

We are looking for a candidate that models the Church Army values in their work and life. You must be in sympathy with the vision & values of Church Army and be willing to represent the organisation in public.

This role may include travel across the country, including being away from home on occasion, and may include working evenings and weekends as required.



# WHAT MAKES US CHURCH ARMY

## Our Vision

For everyone everywhere to encounter God's love and be empowered to transform their communities through faith shared in words and action.

See our [We Are Church Army](#) video.

## Our Values

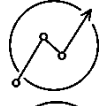
Everything we do is underpinned by our GRACEUP values:



**Generous** - We believe God is generous and we want to model that generosity to others.



**Risk-taking** - We have a long heritage as a pioneering movement, taking calculated risks and giving our staff permission to try new things.



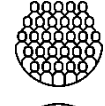
**Accountable** - We are accountable to God and others, and we want to be reliable and responsible to high professional standards.



**Collaborative** - We are committed to partnering with others who share our values; we believe collaboration enhances the potential and outcomes of our work.



**Expectant** - We are hopeful, expecting God to do new things through our frontline work and the Church Army community.



**Unconditional** - We believe God loves everyone and every person is significant in His eyes. We serve anyone regardless of their age, gender, race, sexuality, faith, ability, status or circumstances.



**Prayerful** - We listen to God through prayer, and we want to be obedient to Him. We want to be like Jesus in all we do.





## Working with Us

We aspire to see our teams reflect the communities they serve, and to have a diversity of people and views reflected across our organisation. We are a Christian charity working with people of all faiths and none. We ask that our team, where being a Christian is not a requirement, to respect and be sympathetic to our history, work, vision and values.

We welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are an equal opportunities employer and we do not discriminate on the basis of any characteristic, including those protected by the Equality Act.

Church Army staff have access to a wide range of benefits, and you can find some of these listed on our [website](#) below our vacancies.





# APPLICATION PROCESS

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If you would like you to find out any more about the role, please contact [recruitment@churcharmy.org](mailto:recruitment@churcharmy.org)

To apply, please submit a Church Army Application Form which is available to download from the job advert on our website.

**Deadline: 9am on Wednesday 18<sup>th</sup> May 2022**

**Interview Date: Wednesday 25<sup>th</sup> May 2022**

## What to expect from our Recruitment Process:

- Upload your completed application form on our website, or email it to [recruitment@churcharmy.org](mailto:recruitment@churcharmy.org)
- One of our team will acknowledge your application
- Applications are shortlisted against the person specification
- You will be contacted as to whether you have been invited to interview

## Offers of employment are made subject to:

- Evidence of your eligibility to work in the UK
- Successful completion of a probationary period
- Two satisfactory references

References are usually only requested once an offer has been made. We will ask for your permission before seeking any references.

For more information about Church Army please visit: [www.churcharmy.org](http://www.churcharmy.org)