

JOB DESCRIPTION

Job Title:	Operations Assistant
Hours:	Full Time; 37.5 hours per week
Responsible to:	Operations Officer
Location:	Tyndale House, Cambridge (on-site presence is required)
Salary:	£22,500 per annum
Benefits:	Generous pension scheme, annual leave allowance and life insurance included
Start Date:	September/October 2022

Tyndale House is seeking an Operations Assistant to provide administrative support in a comprehensive professional service to the Tyndale House team. The post holder will support Tyndale House's operations, especially in regard to the provision of executive support and the management of databases. The role will involve day-to-day administrative support such as organising meetings, preparing agendas, proofreading documents, minute taking, assisting with database entry, front office cover, diary management and travel and conference bookings.

The successful candidate will have excellent administration skills, previous experience in a similar role, be highly motivated, organised and full of initiative. He/she will have the ability to work as part of a team and will relate well to staff and the general public. An excellent working knowledge of Microsoft Office packages is essential.

Principal Accountabilities

1. General Administration

- 1.1. General office duties, including answering the phone, responding to enquiries, opening and distributing mail, photocopying and printing documents.
- 1.2. Word processing correspondence for the Leadership Team (where appropriate) and other staff members, as agreed with Line Manager.
- 1.3. Data entry on operational databases.

- 1.4. Provide administrative support to the Leadership Team, including diary management and minute taking as required (training in minute taking can be provided if needed).
- 1.5. Administration for the Communications and Development Team as and when required.
- 1.6. Under the direction of the Operations Officer, collate and format Board papers (Tyndale House Board of Trustees, Business Sub Committee, Academic Sub Committee), and assist with any other Board related administration.
- 1.7. Book travel, accommodation and conferences for the Leadership Team and assist other members of staff to follow the House's conference and travel booking process.
- 1.8. Co-ordinate, organise and implement meetings on behalf of the Leadership Team, including the preparation and dissemination of any paperwork.
- 1.9. Administer event/conference enquiries under the direction of the Operations Officer.
- 1.10. Provide administrative support for the organisation of Tyndale House events and conferences (virtual and in person) and be on hand during an event if required.
- 1.11. In consultation with the Operations Officer, keep abreast of Tyndale House readers and ensure that at least one senior staff member has made meaningful contact with those staying for a month or more.
- 1.12. Support the Operations Officer with compliance and database reconciliation (GDPR, governance etc).

2. Other duties

- 2.1. Regular cover for reception (training will be provided).
- 2.2. Provide occasional assistance in the library (training will be provided)
- 2.3. Assist with fire evacuation procedures and comply with health and safety requirements.
- 2.4. Keep up-to-date with all organisational policies and complying with their requirements.
- 2.5. Actively engage with appraisal processes and take responsibility for own training and professional development.
- 2.6. Participate in and take the lead on specific internal projects as agreed.
- 2.7. Able and willing to participate in areas of the wider working life of Tyndale House, including social occasions with residents and library readers.
- 2.8. Other duties that ensure the fulfilment of the role, as agreed with the Operations Officer.

3. Key Skills and Experience

- 3.1. Willing to promote and work according to the Christian ethos of Tyndale House and to demonstrate a willingness to engage with the community life at Tyndale House.
- 3.2. Self-motivated, proactive and well-organised.
- 3.3. Flexibility, on occasion, to work beyond the scope of the Job Description.
- 3.4. Proven ability to work well under pressure and to meet deadlines.
- 3.5. Able to prioritise a varied and busy workload.
- 3.6. Excellent interpersonal and organisational skills.
- 3.7. Able to deal with confidential matters appropriately.
- 3.8. Proficient in Microsoft Office applications, databases and information systems.
- 3.9. Experience in running Zoom or equivalent virtual meetings (desirable)
- 3.10. Excellent level of numeracy and literary skills.
- 3.11. Educated to A Level, with a GCSE in English and Maths or equivalent experience.