

<b>Job Title</b>	Operations Officer	<b>Salary Grading:</b>	<b>Occupational Requirements:</b>	<b>Status</b>	<b>Work pattern</b>	<b>DBS Requirement:</b>
<b>Reports to</b>	Finance and Operations Officer	Ministry Support	Active Christian Faith	Permanent	Part-time 20 hours per week	Basic check
<b>Job purpose</b>	To enable the mission of Jesus Christ through providing effective operational support to the services and team at inHope.					
<b>Key Responsibilities</b>		<b>Experiences and Qualifications</b>		<b>Job Dimension</b>		
<p><b>Buildings &amp; Facilities</b></p> <ul style="list-style-type: none"> <li>Co-ordinate and oversee contractors and volunteers for repairs and maintenance of inHope properties and facilities.</li> <li>Develop planned maintenance program for Carpenter House and other buildings as needed.</li> <li>Oversee security of inHope buildings – ensuring key holders have appropriate keys and forms kept up to date.</li> </ul> <p><b>Health &amp; Safety</b></p> <ul style="list-style-type: none"> <li>Develop and co-ordinate system of regular H&amp;S checks to cover all aspects of the charity.</li> <li>Assist with the implementation of Health &amp; Safety policy and practice.</li> </ul> <p><b>IT &amp; Telecoms</b></p> <ul style="list-style-type: none"> <li>Ensure new staff are set up on the IT system and have access to computer/phone as appropriate on joining and permissions removed on leaving.</li> <li>Assist with day-to-day queries.</li> </ul> <p><b>Operations</b></p> <ul style="list-style-type: none"> <li>Assist with general reception duties as appropriate.</li> <li>Work with F&amp;O Manager on major projects, e.g. design and implementation of and updated IT system.</li> </ul> <p><b>General Duties</b></p> <ul style="list-style-type: none"> <li>Christian pastoral care for colleagues within inHope</li> <li>To participate in, and sometimes lead, tasks and other activities that further the ministry of inHope from time-to-time</li> <li>Represent inHope publically, including participation in public awareness and supporter activities</li> </ul>		<p><b>Person Statement</b></p> <p>An organised, reliable and practical person, with a track record of serving others through their operational skills. A person who strives for safety and improvement in the working environment. Someone who can solve problems and work on a variety of short and long-term tasks through to satisfactory completion, with a sense of call to use their skills and experience in a Christian ministry.</p> <p><b>Key Skills, Experiences and Qualities</b></p> <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Maths and English to GCSE Grade C or equivalent (e.g. BTEC Health and Social Care L2), and completed their secondary education.</li> <li>Basic Health &amp; Safety Awareness.</li> <li>Ability to plan and prioritize your own workload effectively, taking account of the needs of different services; working on your own or as part of a team.</li> <li>Experience of working with volunteers.</li> <li>Ability to connect with, mobilise and co-ordinate contractors.</li> <li>Positive, optimistic and resourceful when dealing with obstacles and change.</li> <li>Basic DIY skills and experience; familiarity with commercial buildings.</li> <li>Experienced in the use of Microsoft Office based IT tools.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>First Aid trained and Fire Marshal trained.</li> <li>Awareness of H&amp;S requirements.</li> <li>Full Driving license.</li> </ul>		<p><b>Team</b></p> <p>The Finance and Operations team serves the organisation by working with the other supporting functions and service areas to deliver the overall purposes of the charity.</p> <p><b>Key Relationships</b></p> <ul style="list-style-type: none"> <li>Line managed by the Finance and Operations Manager, with regular review meetings to communicate on progress against planned objectives and developments.</li> <li>To work in partnership with contractors to ensure work is completed effectively.</li> <li>To work with partnership with volunteers and the Volunteer Management Team.</li> <li>To work cooperatively with managers and staff from across inHope.</li> <li>A fully participative member of the staff team attending staff meetings, prayer and worship times and training activities as your work pattern allows.</li> <li>To positively engage with appropriate self-development and appropriate external training.</li> <li>To build good and supportive working relationships with the whole staff team.</li> </ul>		