



Operations and Office Administrator Job Description

Job title:	Operations and Office Administrator
Location:	NORWICH
Responsible to:	Norwich Team Lead

Internal Working Relationships

- Norwich Team
- Finance Team
- Operations Team
- Network Administrators
- Support Centre
- Church, Tenant and Network Facilitator

External Working Relationships

- Partner Churches
- Wider Church
- Maintenance contractors
- Service providers
- Local authorities
- Referring Agencies

Job Purpose

This role is to:

- Support the Norwich team in day-to-day administration.
- Administrative support for the Norwich houses, tenant files and keys.
- To act as the general office coordinator for the Norwich team.
- Maintain the high standard of property maintenance
- Contribute to the spiritual health of the organization

Essential Job Functions

1. Support the Norwich Team in day-to-day administration:

- Deal with answerphone messages
- Process referrals
- Bank cash and record as necessary. Keep Finance informed

- Keep office clean and tidy. Including tasks such as emptying bins/ hoovering office/ purchasing and maintain stationery
- Provide support to the Norwich Team Lead and Empowerment Workers as required

2. Administrative support for the Norwich houses, tenant files and keys:

- Organize and be responsible for the key management for Norwich houses in line with the organizations policy.
- Be aware and book in relevant contractors when safety checks/ boiler cover / Pat testing etc. needs renewing, keeping Trello updated daily
- Work with utility companies re: bills/ meters and problems
- Complete monthly property checks at each house and follow up on issues raised
- Manage the maintenance of all properties
- Co-ordinate and arrange for maintenance volunteers/ contractors/ plumbers/ electricians when required and arrange access.
- Assist with maintenance and upkeep of properties including cleaning, gardening, decorating, preparing rooms and small maintenance tasks
- Meet with new tenants for induction
- Prepare paperwork for Empowerment Workers ahead of a move in and upload documents to tenant folders
- Prepare and review/update house packs and ensure that all new compliance notices are distributed to EWs
- Undertake relevant property/ maintenance research, such as looking at the property market, compare deals on carpets, find a local plumber etc.
- Be involved with the purchase, set-up, refurbishment and furnishing of new properties and replacement of old furniture
- Ensure that all necessary documents are in place for annual audits

3. Administer the co-ordination of the Norwich office:

- Update prayer log following Team and regional prayers
- Manage and regularly update social media and HIA Norwich website
- Distribute E-prayer and praise reports monthly to partner churches
- Complete fundraising tasks as agreed with the Team Lead
- Project manage internal and external events hosted by Hope into Action Norwich

4. Spiritual Leadership

- Help to ensure the organization retains a strong Christian ethos, culture and practices throughout, with a strong emphasis on prayer and a Biblical basis for decision and policies.

- Devote specific time to pray for the organization and attend regular retreats.
- Help to ensure corporate worship is upheld throughout the organization
- Help to organize quarterly team retreats

5. Other

- Maintain and strengthen current systems offering suggestions for improvement where required
- Attend away days, spiritual retreats, Teams meetings, training days and other events
- Identify training opportunities for yourself
- Assist with other work, events or situations as needed.

Person Specification

Skill	Essential	Desirable	Useful
Experience in the administration of projects		✓	
Organized and strong in systems/processes	✓		
Experience in the homeless sector			✓
Ability to develop effective working relationships with a range of partners, staff	✓		
Ability to understand teams and people management skills		✓	
Ability to take initiative	✓		
Able to demonstrate excellent communication skills	✓		
Good range of IT skills, including knowledge of Microsoft Office suite, social media and website management	✓		
Experience of active participation by charity clients			✓
Experience in refurbishing and maintaining residential properties		✓	

TERMS & CONDITIONS

1. Hours of Work 23 hours per week with a flexible and professional approach. Some hours may need to be worked in the evenings and at weekends. A firm commitment to this is required given the needs and vulnerability of the tenants.
2. Salary – £24,986 per annum pro rata
3. Annual Leave – 25 days per annum + bank holidays and Christmas days on a pro rata basis
4. Permanent contract
5. Pension – Group Personal Pension Plan
6. Maternity & Paternity Leave - Hope into Action gives maternity & paternity leave as per agreed policy.