

Operations Administrator Job Description

Job title: Operations Administrator
Location: Reading
Responsible to: Hope into Action Reading Franchise Lead

Internal Working Relationships

- Hope into Action (HIA) Reading Team including Franchise Lead, Empowerment Workers, Trustees and Volunteers
- Hope into Action UK Support Center Staff
- Wider Hope into Action Network

External Working Relationships

- Partner Churches and Friendship and Support Volunteers
- Wider Church
- Maintenance contractors
- Service providers
- Local authorities
- Referring Agencies

Job Purpose

This role is to:

- Support the HIA Reading Team with administrative tasks relating to office, tenant and church support
- Provide administrative support with external communications
- Administer the maintenance of HIA Reading Houses to an excellent standard ensuring excellent communication with the HIA Reading team, tenants and contractors
- Contribute to the spiritual health of the organization

Essential Job Functions

1. Administrative tasks relating to office, tenant and church support:

- Support the team to keep the office clean and tidy, including tasks such as purchasing and keeping stationery and refreshments well stocked
- Purchase cards and gifts for tenants on Birthdays, Christmas etc. and other items related to tenant welfare and support
- Coordinate team expenses and reports, bank and record cash donations
- Prepare move-in paperwork for tenants, including room inventories, key receipt forms, take copies of ID and record of benefit income
- Prepare housing benefit applications and assist new tenants to set up standing orders for personal service charge

- Assist Empowerment Workers with contacting external agencies for tenant support / appointments as appropriate and provide administrative support for tenant applications
- Keep all tenant hard & soft copies of files up to date
- Project manage events for partner church Friendship and Support (F&S) volunteers and tenants, send reminders to F&S for meetings/training
- Keep HIA Reading noticeboards at partner churches up to date
- Provide additional support to the HIA Reading Franchise Lead and Empowerment Workers as required

2. Administrative support with external communications:

- Distribution of HIA Reading newsletters and leaflets
- Opportunity to be involved in newsletter production
- Administrative support with printing and posting
- Lead on social media updates and provide fundraising support, as agreed with Franchise Lead

3. Administer House Maintenance (currently for 3 houses):

- Carry out monthly property checks and record on Sharepoint. Follow up on any issues raised, tracking maintenance jobs and keep all relevant parties informed.
- Be aware of when safety checks / boiler servicing / PAT testing / Fire Risk Assessments etc. need to be done at each property and book relevant contractors. Ensure updated documentation is on Sharepoint and tenants have up-to-date copies of safety certificates.
- Be involved in property related finance and budget meetings
- Work with energy companies re: bills/ meters and problems
- Occasionally undertake relevant property/ maintenance research, such as looking at the property market, obtaining quotes from trades/services, compare deals on carpets, find a local plumber etc.
- Arrange for contractors/ handymen/ plumbers/ electricians when required and arrange access
- Be involved with the purchase, set-up, refurbishment and furnishing of new properties
- Organize and be responsible for the key management for the houses in line with HIA Reading policy
- Induct new tenants regarding house and garden care, use of equipment e.g. washing machine, boiler, fire safety equipment and instructions etc.
- Keep House Manuals and house noticeboards up to date

4. Spiritually supporting Hope into Action

- Ensure the organization retains a strong Christian ethos, culture and practices throughout, with a strong emphasis on prayer and a Biblical basis for decision making and policies.
- Devote specific time to pray for the organization, attend regular retreats, and attend and contribute to weekly prayer meetings.
- Help to organize quarterly HIA Reading 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

	ESSENTIAL	DESIRABLE
Qualifications		
Experience	<ul style="list-style-type: none"> • Good range of IT skills, including knowledge of Microsoft Office suite 	<ul style="list-style-type: none"> • Experience in the administration of projects • Experience in support work with the Homeless • Experience in refurbishing and maintaining residential properties
Skills/Abilities	<ul style="list-style-type: none"> • Excellent organisational skills • Strong in systems • Ability to develop effective working relationships with a range of partners, staff • Ability to take initiative • Shows attention to detail • Ability to drive and holds a current driving licence 	<ul style="list-style-type: none"> • Demonstrate their sympathy with the Christian faith and the mission and values of Hope into Action. • Ability to represent Hope into Action to the churches and external public • Ability to understand teams and people management skills • Able to demonstrate excellent communication skills
Personal Qualities	<ul style="list-style-type: none"> • Self-motivated • Team player • Approachable • Quick learner • Good communicator 	

Terms and conditions.

- The position is for 16-24 hours a week.
- You will need a flexible and professional approach.
- Occasional evening and weekend work may be required given the vulnerability of some of our tenants.
- The salary is £22,500 p.a. (FTE), and where eligible 8% pension contributions
- Most people applying will be a committed Christian who want to be part of our generous community, combining their faith and professional skills to support the resourcing of God's kingdom in some way
- This post has 25 days of annual leave pro rata.
- Sickness / Maternity & Paternity / Pension Plan are all outlined in our staff handbook.
- The post requires an Enhanced DBS check, and being able to work with vulnerable people.