

Job Description and Person Specification

JOB TITLE	Front Desk Operations Administrator		
TEAM	Property Support Team		
REPORTS TO	Connexional Property Operations Manager	LOCATION	Office-based - Methodist Church House, London
CONTRACT TYPE	Full-time/Permanent	GRADE	LG2

JOB PURPOSE AND OBJECTIVES

Based within the Connexional Property Support team as part of the Front Desk Operations team at Methodist Church House, this role provides a welcoming, supportive and customer-focused role as the first point of contact for all individuals working in or visiting the building, over the phone or by email.

The post holder will deliver an essential and professional administrative, facilities and security support service, both independently or in collaboration with colleagues, particularly the Building and Facilities team. The role plays a key part in ensuring the comfort, safety and smooth operation of Methodist Church House.

As part of the wider Connexional team of the Methodist Church, the post holder is expected to promote a positive environment aligned with the mission and values of the Church, ensuring that the commitments to inclusion and the net-zero carbon strategy are embedded in all aspects of their work.

JOB DIMENSIONS

RESOURCES UNDER CONTROL

Direct reports	None
Resources	None

ROLE ACCOUNTABILITIES

- Front desk operations services:** provide a professional and welcoming first point of contact for all staff and visitors at Methodist Church House; assisting and answering queries as required, including issuing security passes, and coordinating all deliveries. Ensuring compliance with data protection legislation and related regulations.
- Front desk administration services:** provide administrative support as part of the front desk service. This includes mailing services, hotel and travel booking, courier services,

recording cheques and donations, updating mailing lists/databases and general administration duties, particularly to the Building and Facilities team.

3. **Front desk facilities & housekeeping services:** working in collaboration with Building & Facilities colleagues, provide facilities and housekeeping support including room bookings (internal and external), preparation and clearing of MCH meeting rooms, catering organisation for MCH meetings and other events and ensuring that MCH, and particularly the ground floor areas are clean, tidy and presentable for colleagues and visitors.
4. **Front desk health and safety and maintenance services:** working in coordination and collaboration with Building & Facilities colleagues, ensure that the Fire Emergency Evacuation Plan and Health and Safety procedures are properly implemented, and liaising with contractors as necessary and supporting planned maintenance work.
5. **Front desk communications services:** operate the switchboard for the Connexional Team and other occupants of the building and monitor the Methodist Church general enquiries mailbox. Ensuring all enquires receives professional and friendly assistance, reflecting the values of the Connexional team and the wider Methodist Church.
6. **Ad-hoc Support Services:** provide ad-hoc support to Connexional team colleagues during peak periods in workload or leading up to significant meetings and conference events.
7. **Any Other Duties:** Any other reasonable duties as requested by the Property Operations Manager, the Building and Facilities Manager or the Director of Property Support.

Person Specification

GRADE LEVEL 2

	Essential	Desirable	Assessment Method
Education and Training			
GCSE in English and Maths or equivalent work experience	X		A, Q
Higher education qualification in a relevant subject		X	A, Q
Proven Abilities, Knowledge and Skills			
Ability to undertake a range of administrative duties	X		A, I
Experience of working in an administrative and customer facing environment	X		A, I
Proven ability to successfully organise and manage a varied workload, taking initiative and ownership of work given	X		A, I
Proven ability to work as part of a team, helping and encouraging others as required	X		A, I
Ability to master a wide range of subject matter and understand the links between them	X		A, I

Able to appropriately deal with confidential information	X		A, I
Ability and willingness to follow instructions	X		A, I
A diplomatic, clear and helpful manner on the telephone	X		A, I
The ability and willingness to engage with a wide range of people, either in person, or through phone/digital comms.	X		A, I
Excellent oral and written communication skills, with accuracy and attention to detail	X		A, I
Excellent interpersonal skills and ability to build and form good relationships	X		A, I
Proficient in Microsoft Office skills, including Outlook, Word, Excel and PowerPoint and other applications such as Microsoft 365, SharePoint, Teams and OneDrive.	X		A, I, W
Personal Qualities			
Demonstrates an understanding and is supportive of the work and mission of the Methodist Church	X		A, I
Awareness of and sensitivity to, issues of equality, diversity and inclusion and a commitment to the unique value of the individual in all aspects of the Church's life	X		A, I
Initiative and ability to prioritise one's own work even when under pressure	X		A, I, W
Professional and positive approach, with a commitment to professional development and self-improvement	X		A, I

Method of Assessment: **A** – Application Form; **I** – Interview; **W** – Written exercise; **P** – Presentation; **G** – Group exercise; **Q** – Proof of qualification (e.g., certificates or transcripts)

Please note: We reserve the right to assess any other aspects of the role using a format not previously described.

TERMS AND CONDITIONS

Health and Safety:	The post holder must adhere to the Methodist Church in Great Britain's Health and Safety policy.
Equal Opportunities:	The post holder must adhere to the Methodist Church in Great Britain's Equal Opportunities policy
Physical Conditions:	Due to the specific nature of the role, it is only offered as office-based at Methodist Church House, London
Remuneration:	£28,500 per annum
Working Hours:	<ul style="list-style-type: none"> • The role is full-time, working 35 hours per week. • Working hours will fall between 10:00 am and 6:00 pm, Monday to Friday, with a one-hour lunch break. • With line manager approval, standard working hours could be varied to suit specific one-off situations. • The role requires a degree of flexibility, including providing cover for colleagues during periods of planned leave or exceptional circumstances. • Overtime is not payable; however, time off in lieu (TOIL) may be granted with prior approval from the line manager.
Holiday Entitlement:	<ul style="list-style-type: none"> • 25 days per year (Years 1 – 4) • 28 days per year (Years 5 – 9) • 30 days per year (Years 10+) Plus, Bank Holidays and three additional days over the Christmas and New Year period.
Sick Pay:	Sick pay entitlement aligns with the Methodist Church in Great Britain policy.
Pension:	Eligible lay employees will be automatically enrolled in the Methodist Church pension scheme. Employees who do not meet the auto-enrolment criteria may apply to join the scheme, subject to the scheme rules.
Probationary Period:	The post holder will be subject to a six-month probationary period.
Season Ticket Loan:	Available following successful completion of the probationary period.