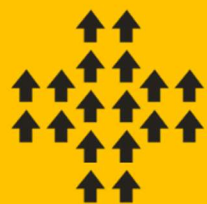


Office & Facilities Manager

Role Description and Recruitment Pack



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Role overview

Title:	Office & Facilities Manager
Reports to:	Head of People, Culture and Place
Hours:	35 hours per week
Contract:	Permanent
Location:	1 Lamb's Passage, London, EC1Y 8AB <i>This role is office-based only.</i>
Salary:	£29,000 -£31,000 p.a. plus generous benefits
Closing Date:	Monday 6th January 2025 - 9.00 a.m Interviews week commencing 13 January 2025

Why this position is important to us

We have a big vision, a bold new strategy, and a growing team of talented professionals who combine their faith, skills and experience to help Christians be the best stewards of the resources God gives them. One of the resources we are blessed to have available is our central London, and we want to make the best use of this incredible asset. We're looking for additional colleagues to help release capacity and keep our office running smoothly, so that our teams can perform at their very best and we can do more to serve Christians in the UK.

The impact you will have in this role

In this role, you'll create a warm, welcoming and inspiring environment which brings our vision to life and enables our mission and strategy. As our primary point of contact for all things related to our office, you'll help bring our values and culture to life within the physical space, empowering colleagues to work effectively and welcoming guests into a setting that deepens their relationship with us.

This is a role for someone who takes pride in creating and maintaining a place where people feel inspired, supported, and valued—a person who sees our office as a key asset in our ministry and is passionate about making it the best it can be.

Welcome to Stewardship

Big or small. First or last. Given or received. We make every gift count.

We're a place where connection happens - where those called to give meet those called to go. A community of generous stewards uniting to use all God has given us to love Him, love one another, and love our neighbours as ourselves.

We help Christians give and we strengthen the causes they give to.

We call this **Active Generosity**.

Our vision and values

Our vision is to a thriving Kingdom economy where God's people steward resources generously to advance the Gospel. We help Christians be the best stewards of the resources God gives them.

Our four core values underpin all the work we do at Stewardship:



To find out more about Stewardship, [please view our short video clip](#)

Job detail

Overview

Reporting to our Head of People, Culture and Place, our Office & Facilities Manager will combine hospitality with facilities management to create a place experience that increases collaboration, boosts productivity and creates deeper connection with colleagues and guests alike.

Main responsibilities

Main responsibilities and duties include, but will not be limited to:

1. Reception & Guest Experience

- Serve as the primary point of contact for all visitors, ensuring a warm and professional welcome.
- Manage the front desk, answering queries, managing meeting room bookings, and handling any guest or office-related issues with efficiency and care.
- Coordinate meeting spaces and set up rooms to create an inviting atmosphere for client meetings, events, and team gatherings.
- Create a welcoming and positive experience for all visitors which brings our values and mission to life.
- Equip colleagues to replicate this experience and to embody our values when hosting events and meetings.

2. Facilities Management

- Oversee the day-to-day running of the office, including general maintenance, cleanliness, and safety.
- Coordinate with external contractors and service providers to maintain high standards for our facilities.
- Conduct regular checks and liaise with contractors to ensure facilities are well-maintained and compliant with health and safety regulations.
- Oversee the security of the premises, including managing staff access controls, managing out of hours callouts, and handling emergency procedures with clarity and efficiency.

3. Office Environment & Culture

- Curate a positive workplace atmosphere by managing office aesthetics, organization, and functionality.
- Maintain a stock of essential office supplies, equipment, and refreshments, keeping everything well-organized and accessible for staff.

- Foster a culture of environmental stewardship by overseeing recycling and sustainability initiatives in the office.
- Support staff well-being by creating spaces and systems that promote a balance of productivity, socialising and relaxation when using the office.
- Support onboarding and orientation processes for new team members, introducing them to the office culture and facilities.

4. Healthy & Safety

- Oversee and ensure compliance with all health and safety regulations, from fire safety and emergency evacuation plans to first aid provisions and equipment checks.
- Conduct regular risk assessments to identify potential hazards within the office environment. Take proactive measures to mitigate risks, ensuring a safe and accessible space for all staff and guests.
- Act as the main point of contact for any building-related emergencies. Organize regular fire drills and training for staff, keeping them informed of safety procedures.
- Promote a culture of safety awareness within the office by educating staff on best practices and encouraging a proactive approach to maintaining a safe workplace.
- Establish a clear system for reporting and documenting any incidents or accidents, ensuring compliance with health and safety regulations and facilitating improvements where necessary.

Other duties as directed by the Head of People, Culture and Place.

It's all about you...

We recognise that to be great at your role, there are certain characteristics that are important and others that enable a good fit within our existing team and culture.

- You will be a practicing Christian and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement. You should also be able to demonstrate enthusiasm for the Christian purposes of the organisation and a readiness to support and contribute to its ethos.
- **A Host at Heart:** You have a natural ability to make people feel welcome, comfortable, and valued. You know that first impressions matter and work to create an atmosphere that leaves a lasting positive impact.
- **Organized & Efficient:** You thrive on multitasking and can juggle a variety of responsibilities without compromising on quality or detail.
- **Proactive & Forward-Thinking:** You're always two steps ahead, with a keen ability to anticipate needs and potential challenges before they arise. You see the big picture and take initiative to ensure the office runs seamlessly, identifying improvements and pre-

emptively addressing any issues that could impact our team's experience or the smooth operation of our space.

- **Flexible & Solutions-Oriented:** You approach challenges with a can-do attitude and always look for ways to improve or streamline processes.
- **Stewardship Champion:** You share our passion for stewardship and want to contribute to a workplace that reflects Christian generosity and excellence.
- **Tech-Savvy:** Familiar with office management software, scheduling systems, and basic troubleshooting. You're comfortable learning new tools that help make the office run smoothly.

Desired skills and experience

Skills and experience	Essential	Desirable
You will meet our Occupational Requirement to be a practicing Christian as an active member of a local church and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement.	✓	
Have the Right to Work in the UK (we do not offer sponsorship arrangements).	✓	
You must have excellent communication skills, both oral and written, and be able to communicate clearly and effectively in written correspondence. You'll have a talent for explaining things in a calm, reassuring, straightforward manner, with the ability to connect and collaborate with people of all ages, experience, and background.	✓	
You must be able to demonstrate the need for confidentiality and discretion.	✓	
You must enjoy working as part of a team and recognise individual responsibility to contribute to the performance and success of the team. There should also be an understanding of the needs of others with a willingness to help.	✓	
You should have good IT skills, including the ability to use Microsoft Outlook, Word and Excel to an intermediate level.	✓	
Experience of hospitality	✓	
Experience of facilities management	✓	
Experience of Health and Safety administration (training will be provided)		✓

Working for us

Q. What are the usual working hours?

A. Stewardship's normal office hours are 9am to 5pm, Monday to Friday, but you may be required to work flexibly between 8am and 6pm in accordance with the needs of the organisation.

Q. How much Annual Leave do you offer?

A. All full-time employees receive 27 days Annual Leave, and 8 days bank holiday leave.

Q. What are the pension arrangements?

A. Stewardship offers a generous pension contribution; the equivalent of 10% of your gross annual salary into a group personal pension scheme (applicable after 3 months service). A salary sacrifice scheme for personal contributions is also available.

Q. Is it possible to work from home?

A. No, this role is office-based 5 days per week.

Q. What staff benefits do you offer?

A. Once probation has been passed, there are number of benefits available to staff:

- Subsidised exercise membership
 - Contribution to your charitable giving account
 - Long service awards
 - Participation in the Cycle to Work Scheme
 - Death in Service benefit (Day 1 benefit)
 - Option to join a Health Cash Plan
 - Interest-free season ticket loan
-



How to apply



Occupational Requirement (OR)

As a result of our Christian ethos, this post is covered by an Occupational Requirement (OR) under Part 1 of Schedule 9 to the Equality Act 2010. The successful applicant will be expected to be a practising Christian and to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement, by:

- Active membership of local church congregation.
- An understanding of the faith aspects of the work of Christian charities, including the preparedness to pray with colleagues, where appropriate.



How to apply for this position

You can apply online for this role at www.stewardship.org.uk/about-us/careers

Please remember to also upload a copy of your C.V. along with a covering letter that demonstrates what you would bring to this role, to Stewardship and how you fulfil the Occupational Requirement.



Contact us

For any questions or to arrange an informal conversation about this role, please contact Joan Gray, our People, Culture and Place Administrator, on:

Telephone: 020 8502 5600 extension 307

Email: careers@stewardship.org.uk