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| Job Title:    | Operations Assistant |
| Reporting to: | Head of Operations   |
| Salary:       | £26,000 FTE          |
| Hours:        | Full Time (35 hours) |
| Contract:     | Permanent            |

The Operations Assistant provides the coordination, administration and organisational support that enables New Wine's Operations Team to flourish.

Working closely with the Head of Operations, this role supports the smooth running of the charity by coordinating recruitment administration, governance processes, office operations, compliance records, events and organisational systems.

This is an exciting opportunity for someone at the beginning of their career who enjoys organising people and projects, improving processes and making things happen behind the scenes. You'll gain experience across HR, safeguarding, governance, operational planning and charity management while helping create the infrastructure that enables local churches to change nations.

## Roles and Responsibilities

### 1. Operational Administration

- Provide day-to-day administrative support to the Operations Team.
- Coordinate operational workflows, ensuring tasks and priorities are delivered efficiently.
- Maintain operational documentation and filing systems.
- Support the implementation of new operational processes and improvements.
- Maintain shared operational trackers and action plans.

### 2. People and HR Administration

- Coordinate recruitment administration, including arranging interviews and communicating with candidates.
- Prepare contracts, offer letters and onboarding documentation.
- Complete safer recruitment checks including references, DBS applications and Right to Work documentation.
- Coordinate new starter and leaver processes.
- Maintain accurate employee records and HR systems.
- Support staff training records and mandatory compliance tracking.

### 3. Governance and Board Support

- Coordinate Board, Trustee and Committee meetings.
- Prepare meeting packs and distribute papers.
- Take minutes and maintain action logs.
- Maintain governance registers and organisational records.
- Support the annual governance calendar and policy review programme.

#### 4. Policies and Compliance

- Maintain New Wine's policy library, ensuring documents remain current and version controlled.
- Coordinate annual policy review schedules.
- Maintain compliance trackers for Health & Safety, GDPR, safeguarding and organisational requirements.
- Support the administration of insurance renewals and operational documentation.

#### 5. Office and Operational Systems

- Coordinate the day-to-day running of the office.
- Manage office supplies and equipment.
- Coordinate new starter IT equipment and software access.
- Liaise with office, facilities and IT suppliers regarding day-to-day operational matters.

#### 6. Meetings and Internal Coordination

- Manage meeting bookings, room reservations and logistics.
- Coordinate agendas and supporting documentation.
- Maintain operational calendars.

#### 7. Events and Logistics

- Support operational planning for the Summer Festival, Leadership Conference and other events.
- Coordinate logistics for staff team including catering, accommodation and travel.
- Prepare operational documentation and event packs.
- Support the Site Command Team through administrative coordination.

#### 8. Operational Records

- Maintain organisational register
- Ensure records remain accurate, organised and up to date.

#### 9. Team Contribution

- Contribute positively to the wider Operations Team.
- Look for opportunities to improve systems and ways of working.
- Support colleagues across New Wine
- Participate in staff prayer days, team days and other gatherings.
- Model New Wine's values in all aspects of your work.

*The above list of job deliverables is open and partial, and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.*

## Person Specification

### Essential Skills & Experience

- Excellent organisational skills and attention to detail.
- Able to manage multiple priorities and meet deadlines.
- Strong written and verbal communication skills.
- Confident using Microsoft 365, including Outlook, Word, Excel and Teams.
- Able to build positive working relationships across teams.
- High level of discretion when handling confidential information.
- Proactive with a willingness to learn and develop.
- Strong problem-solving skills and a positive attitude.
- Committed to the vision, values and Christian ethos of New Wine.

### Desirable

- Previous experience in an administrative, operational or customer-facing role.
- Experience working in a charity, church or events environment.
- Knowledge of HR administration, safeguarding or governance.
- Experience using Microsoft 365, SharePoint or CRM systems.
- First Aid qualification (or willingness to undertake training).

## Role Particulars

### Working Pattern

Full-time, including weekly (Tuesday) in-person team meetings in London. The rhythm is as follows: All-staff meetings on 1st and 3rd week of the month, and individual Operational team days on the 2nd and 4th week of the month. The nature of this role means that some travel and working away from home will be required, as agreed in advance. Specifically, the post holder must be available for the annual leadership conference and the New Wine summer festival.

### Places of Work

This role is eligible for hybrid and flexible working, with a minimum of 1 day in the London office a week

### Supervision

The post holder will receive regular supervision from the Head of Operations.

*This post is subject to an occupational requirement that the holder be a practising Christian under Part 1 of Schedule 9 of the Equality Act 2010.*

*This job description is intended to summarise the primary responsibilities and qualifications for this position. The job description is not intended to include all duties an individual in this position might be asked to perform or all capabilities that may be required now or in the future. New Wine reserves the right to revise the duties outlined in this job description at its discretion.*

## Why join our team?

**One team:** We care about you and invest in our team with training opportunities, quarterly reviews, and flexible working. We are keen for you to flourish here at New Wine, so if you see something you'd like to learn or a skill you'd like to develop, let your manager know!

**Workspace:** We are currently working from the coworking space 'FORA', with our main base being the Great Eastern Street building. Within the building, there are fantastic spaces for meeting, networking and coworking, as well as free coffee and events, and well-being activities for us as members.

**While onsite at the festival:** Being onsite is an exciting time for our team. You will be onsite ahead of all other delegates and team, setting up and having a great time! You will receive team catering, accommodation and wellbeing support while onsite (team pastors, lounge and socials).

## Application process

### Key Dates

The application deadline is **9:00am on Wednesday 9 September 2026**. We reserve the right to close applications early if a suitable field of candidates is identified before the closing date.

Shortlisted applicants will be notified by **5:00pm on Friday 11 September 2026** and invited to a first-stage online interview, which will take place on **Friday 18 September 2026**.

Candidates successful at the first stage will then be invited to a second-stage interview at our London office.

### How to Apply

Please email the following to [recruitment@new-wine.org](mailto:recruitment@new-wine.org):

- A copy of your CV.
- A **supporting statement** (maximum one side of A4) answering the following questions:
  1. **Why would you like to work for New Wine?**
  2. **Tell us about your Christian faith and how it shapes your life, work and sense of calling.**
  3. **What relevant experience, skills and strengths would you bring to this role?**
  4. **Why do you believe this role is the right next step for you?**

As this role is subject to a **Genuine Occupational Requirement** that the post holder be a practising Christian (under Part 1 of Schedule 9 of the Equality Act 2010), we ask all applicants to include a brief description of their Christian faith as part of their supporting statement.