



Operations Support Assistant

Purpose and Objectives

To contribute to the effective running of the Methodist London District Office through the provision of day-to-day administrative tasks; provision of direct support of the District Chairs and other District staff; and supporting District activities.

Responsible to: District Operations Manager

Relationships: District Chairs
District staff members
Local Church Ministers
Circuit/Circuit Administrators
District Officers/Committee members
Events managers

Main Responsibilities

- Liaising and coordinating with District Chairs in management of their diaries;
- Liaising with Central Hall or other venues to ensure meeting rooms are booked in advance with appropriate resources and that good relations with these stakeholders are maintained;
- Supporting District Commissions by provision of agendas and taking minutes, in discussion with Commission Convenors, and facilitating other meetings and events within the District as appropriate;
- Co-ordinating the administration of safeguarding training, including scheduling dates, booking venues, securing trainers, maintaining accurate records of participants and those who have completed training, and responding to related enquiries;
- Liaising with circuits on a quarterly basis to obtain preaching plans;
- Supporting District Property Development Officer with the Connexional Consents and Annual Returns process;
- Supporting District communications with website, social media and MailChimp content, with the Communications Officer/District Digital Enabler, as required;
- Maintaining the District's CRM system (Beacon), working with the Finance & Admin Officer in the provision of effective reporting and updates where needed;
- Using the District's CRM system, ensuring that records held on Ministers' DBS' are kept up to date, contacting Ministers when renewals are due;
- Filing, photocopying and printing of materials for events/training;

- Providing a warm welcome to visitors;
- Responding to enquires by telephone and email;
- Ensuring the effective filing of material within the District, including archiving and retention compliance;
- Supporting staff with IT queries and problems;
- Provision of support when another team member is absent (e.g. producing and sending Weekly Update), but generally offering collaborative input with the team when needed;
- Other general office duties as agreed with the line manager.

Person Spec:

Essential

- Well-developed administrative skills, including diary management;
- Excellent confidential and organisation skills;
- Good working knowledge of IT applications, including Microsoft Word, Excel, PowerPoint, and SharePoint;
- Ability to take accurate notes and minutes of meetings;
- Ability to work as part of a team and on own initiative;
- Good interpersonal and communication skills;
- Sympathy with the ethos of the Methodist Church;
- Be prepared and willing to work on occasions outside normal working hours, including evenings and weekends as agreed with the line manager;

Desirable

- Working knowledge of database/CRM use;
- Able to demonstrate an understanding of the diverse context of London Methodism and an ability to work inclusively and positively with a wide range of people;
- Knowledge and/or experience of the structure within the Methodist Church;
- Confident in formal presentations and training situations;
- Understanding of the Not for Profit/ Charity sector

Terms and Conditions

Terms of appointment:	Permanent. This role is part of a job share.
Equal Opportunities:	The District is committed to equal opportunities, anti-discrimination and anti-oppressive policy and practice. No one we have contact with may be discriminated against either directly or indirectly on the grounds of gender, race, nationality, religion, cultural group, marital status, sexual orientation, age or impairment. The policies apply to job applicants, employees, volunteers, users and beneficiaries of our services. The District has a zero-tolerance approach to harassment towards our staff and volunteers, regardless of whether it is physical, verbal or non-verbal. This includes sexual harassment or abusive behaviour.
Physical Conditions:	Office based at London District Office in Methodist Central Hall Westminster, SW1H 9NH for two or three days a week, with the option to work from home for the remaining days.
Remuneration:	The starting salary will be £27,000 pro rata
Work Permit:	Appointment will be subject to documentary evidence of the right to live and work in the UK.
Hours of work:	28 hours per week. Flexibility in hours is encouraged as evening meetings and/or weekend work is required within this role.
Holiday Entitlement:	Generous holiday entitlement as below: During the first to fourth years = 25 days During the fifth to ninth years= 28 days During the tenth and subsequent years = 30 days Plus, Bank Holidays and an extra three days at Christmas and New Year. These will be offered to part-time employees on a pro rata basis.
Pension:	Eligible employees will be auto enrolled into a Pension Scheme (6% employer and 6% employee contribution). Pensions will be suspended for three months, but with an option to backdate.
Probationary Period:	Appointments for lay employees are made subject to the satisfactory completion of a four-month probationary period.