**Job Title** Operations Administrator

**Start date** ASAP

**Wage** £20,000 plus basic pension and life insurance.

**Annual leave** 25 days (plus Bank Holidays)

**Working hours** Monday to Friday: 9am-5pm. (35 hours per week)

**Office location** Poplar

**Line Manager**  Director

**Applications by** Monday 14th June at 9am

**Interviews** 16th, 17th and 18th June

**Applications** Please email your CV and a completed application form to [naomi@thisisgrowth.org](mailto:naomi@thisisgrowth.org).

**ABOUT**

GrowTH is a non-denominational Christian charity, which works in partnership with evangelical churches from a variety of backgrounds within the London Borough of Tower Hamlets.

GrowTH seeks to share God’s love with its homeless neighbours in word and deed. So, alongside receiving practical care and help, all GrowTH guests have the opportunity to hear the good news of Jesus and to explore the Christian faith, if they wish.

GrowTH, has three main projects:

* **GrowTH Night Shelter**: provides volunteer-run winter shelter in Tower Hamlets. Homeless men and women are referred to GrowTH by local homeless agencies. Once accepted into the shelter, guests receive a warm welcome, a hot evening meal, a safe bed for the night, and breakfast in the morning. COVID-19 changed the format of the shelter in 2020/21 and we are as yet unsure of the future model for the shelter.
* **GrowTH Resettlement**: provides every guest in the shelter with one-to-one support from GrowTH’s two Advocate Workers to help them move out of homelessness, with the aim of resettling them into stable accommodation.
* **GrowTH Housing**: provides temporary move-on homes locally for some who have stayed in the shelter, in order to help them transition towards independence. This project provides affordable accommodation, plus tailored support from the GrowTH Housing team. We currently have 15 residents across 8 flats but hope to expand this.

**This is a great opportunity to join a small team having a big impact across Tower Hamlets. We are looking for someone enthusiastic, driven, proactive and extremely organised. A keen eye for detail is a must. The role is varied and there is plenty of opportunity to bring new ideas to the table and see them outworked, so a creative mind and big ideas are welcomed! The individual must be Christ-centred in order to support the team in sharing the good news of Jesus Christ to the marginalised of Tower Hamlets.**

**Key Responsibilities**

*General functions*

1. Bookkeeping, payroll and financial administration.
2. Help plan and execute fundraising events.
3. HR support (recruitment, training, health and safety).
4. Communications and social media.
5. Support the team in keeping evangelism at the heart of all our projects.

*Shelter season*

1. Help plan and execute the winter night shelter.
2. Support relationships with partner churches and volunteers.

*GrowTH Housing*

1. Manage accommodation fee income.
2. Track and issue resident license agreements.
3. Utilities management.
4. Maintenance of properties.

On top of this, there will need to be ad hoc support provided to the director, as required. This could involve attendance at meetings, minute taking, or anything else that is required to enhance the service that we provide and the advancement of the gospel of Jesus Christ.

**Detailed Responsibilities**

**Booking, payroll and office administration**

1. Regular bookkeeping on Excel (potential to move to an online system such as Xero).
2. Maintain financial records and receipts.
3. Pay invoices in a timely manner.
4. Claim gift aid as appropriate and maintain accurate gift aid records.
5. Prepare reports as requested by the director.
6. Keep the office stocked and well organised (we are currently switching to a paperless office so there will be scanning required).
7. Monitor contracts such as printer and phone contracts.
8. Company secretarial work (updating Companies House records etc.).

**Help plan and execute events**

1. Brainstorm fundraising ideas.
2. Help coordinate and organise events such as the annual sleep out and summer celebration.

**HR support**

1. Support the director and housing manager in the recruitment of staff.
2. Conduct DBS checks on staff and volunteers.
3. Act as the safeguarding lead officer for the charity.
4. Arrange suitable training for the staff, such as safeguarding and first aid.
5. Help ensure GrowTH complies with all relevant legislation, such as data protection and health and safety.

**Communications and social media**

1. Prepare and post regular social media updates.
2. Maintain mailing lists and send regular emails to volunteers and churches.
3. Correspond with donors.

**Support the team in keeping evangelism at the heart of all our projects**

1. Join in and occasionally lead staff prayer meetings and bible studies.
2. Help the team organise evangelistic events in the shelter and the housing project. Partake where necessary and possible.

**Help plan and coordinate the winter night shelter**

1. Help the director and advocate worker(s) to plan for each season.
2. Produce or amend relevant paperwork such as volunteer agreement forms, guests feedback forms etc.
3. Ensure all equipment is ordered and in place for the season.

**Support relationships with partner churches and volunteers**

1. Liaise with partner churches and volunteers to enhance engagement.
2. Draw up volunteer rotas.
3. Help organise and plan volunteer training.
4. Attend promotional events and represent GrowTH.

**Track and issue resident license agreements.**

1. Monitor issuing of 8-weekly license agreements for the residents.
2. Draw up new license agreements or renewed licences when appropriate.

**Track accommodation fee income**

1. Maintain accommodation fee income records.
2. Report any issues promptly to the housing manager.
3. Prepare accommodation fee statements for residents where required.
4. Prepare and issue warning letters to residents if terms of license are breached.

**Utilities management**

1. Ensure all housing bills are paid in a timely manner (ideally direct debit).
2. Flag and resolve any issues with the utilities’ providers.
3. Scan and maintain records.
4. Calculate appropriate service charges for each property.

**Maintenance of properties**

1. Book maintenance works at the request of the housing manager.
2. Obtain quotes for works where necessary.
3. Support in preparing rooms for new residents.

**PERSON SPECIFICATION**

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| --- | --- |
| **Personal faith and values** | * A committed member of a local church. * An understanding and practice of evangelical Christian belief and a lifestyle and conduct that are compatible with those beliefs. * An understanding of Jesus’ compassion for those without home, hope and help. * Faith that God can transform, heal and save any person, regardless of their situation. * Passion for sharing the Gospel. |
| **Experience** | * Office administration. * Bookkeeping (desirable). * Fundraising and events organising (desirable). * HR (desirable). |
| **Skills** | * Excellent organisational and administrative skills, including the ability to prioritise tasks and manage many competing demands. * Excellent skills in written communication. * Competency with Microsoft Word, Excel and PowerPoint. * Competency with use of social media. |
| **Personal Requirements** | * Ability to take initiative and generate ideas. * Ability to learn quickly, think creatively and problem solve. * Ability to work under pressure and juggle many tasks. * Ability to be flexible with the type and hours of work. * Excellent interpersonal skills and ability to speak appropriately to all types of people that will be met through the shelter and the housing. * Willing to undertake any tasks necessary to support GrowTH and get ‘stuck in’ with even the most menial of tasks. * Keen eye for detail. |
| **Additional Desires** | * The ability and willingness to occasionally drive in Tower Hamlets would also be an advantage. |

## **Vision, Mission and Values**

This Policy sets out the vision, mission, and values of GrowTH in accordance with the Articles of Association:

**1. Vision**

To see God transform the marginalised in Tower Hamlets, for His glory.   
  
  
**2. Mission**

To mobilise churches to respond to homelessness in Tower Hamlets.

We provide safe and welcoming shelter, hospitality and housing through local churches and partners, to give a fresh start to those who are marginalised and an opportunity to experience the love of Christ.

**3. Core Values**

We are CHRISTIAN

We build connection and community through committed relationships with our guests and partners, motivated by compassion and God’s love, and so:

We are LOVING

Our staff and volunteers care, encourage and support our guests through practical love in action.

We are a PARTNERSHIP

Working together we maximise community resources through our network of churches, referral agencies and housing associations to multiply our impact.

We bring HOPE

We point people to Jesus to find hope now and forever.