



INVESTING IN GENERATIONS. INSPIRED BY JESUS.

OFFICE & OPERATIONS MANAGER

Job Description

Title:	Office & Operations Manager
Employed by:	Christian Youth Ministries (CYM)
Responsible to:	The Director
Work base:	CYM Office, currently central Ipswich
Hours:	37.5 hours per week
Salary:	£23,500 per annum
Contract Length:	Initial one-year contract

Aims

CYM is committed to communicating effectively and relevantly the good news of Jesus to children and young people and to helping young Christians to share this good news with their peers. The post holder will undertake a range of duties associated with the aims and objectives of CYM and operate in close liaison with the team on a day to day basis. He/she will be delegated responsibility for specific aspects of the work within the areas defined below.

Main Duties and Responsibilities:

Office

1. Maintenance of CYM Centre inc. alarms/lighting/H&S/risk assessments.
2. Working closely with the Director in the delivery of a new office space and location.
3. Overview of existing bookings of the CYM centre.
4. Overview of leases for photocopier and utilities renewals.
5. First point of contact for burglar alarm emergencies.
6. Oversight of CYM digital strategy inc. website and social media, working with leadership team, graphic designer and social media volunteer.
7. Administration of CYM publicity (MailChimp prayer diary/supporter magazine), in conjunction with finance and office assistant and graphic designer.
8. Planning and delivery of CYM Annual Review and Vision Night in partnership with the Director.
9. Active role in fundraising with Director/Assistant.
10. H&S Lead for the organisation.
11. Administration of policies.
12. Administration of team training and safeguarding records.
13. Key point of contact for Admin. team.
14. Oversight of the charity's IT infrastructure, including server, team laptops, telephone systems and internet provision.
15. Oversight of charity's inventory for insurance purposes.
16. Leader of CYM Annual dinner and auction and support of other fundraising events.
17. Oversight of CYM database (currently via ChurchSuite).
18. A member of specific committees/working groups for defined areas of CYM's work e.g. publicity and marketing.
19. Designated Company Secretary duties.

Residential Centre

20. Oversight of booking system and processes.
21. Point of contact for schools/groups when residential season is 'live'.
22. Liaison with Vauxhall Christian Trust (VCT) over partnership agreement(s).
23. Supporting VCT with maintenance of CYM facilities.
24. Close working relationship with Residential Ministry Lead to ensure effective delivery of events and projects from the site.
25. Maintenance of new office space and creation of IT and office related services.
26. There is scope within the role to support some delivery of the residential centre programme, including work with children and young people.

Chaplaincy

27. Support with publicity/resourcing of campaigns/blessings etc.
28. Supporting and organising training events for Chaplains.
29. Close working relationships with Chaplaincy Lead to support effective delivery in schools.

Associated Duties:

30. To attend team meetings with the other staff and to contribute to prayer, discussion and planning concerning the work as a whole.
31. To participate and assist with other aspects of CYM's work, as required from time to time by the Director.
32. To work in co-operation with local ministers, youth leaders and children's workers.

Youth Participation

CYM encourages the active participation of children and young people in its work. You will actively seek to involve young people in decision making and, in the planning, delivery and evaluation of events and activities, valuing their contributions and feedback and providing training when necessary.

Supervision and Support

The following supervision and support will be provided:

1. The post-holder will be line managed, and progress monitored, on a regular basis by the Director.
2. A consultation/review meeting will be held after the first six months (probation review).
3. Termly reviews take place for all staff.
4. The post-holder will be supported by a mutually agreed mentor in line with CYM policy.
5. CYM is implementing a 'peer-coaching' programme within our team and the post-holder will be encouraged to consider being coached and also to coach someone else.
6. All staff are encouraged to take a termly reflection day in working hours.
7. The post-holder will work in association with other staff in the development of strategy and training programmes.
8. Expenses to be available in accordance with the rates for staff workers.

Disciplinary and Appeal Procedure

You are, through the Director, accountable to the Trustees for the performance of your duties and compliance with the disciplinary procedures. For details of the disciplinary process, please refer to the CYM document 'Disciplinary and Appeal Policy and Procedure' which can be found in your induction folder.

Grievance and Appeal Procedure

If you have a grievance relating to your employment (your work, working environment or working relationships) CYM is committed to helping you resolve your grievances as quickly and fairly as possible, without prejudice to your position in CYM. For further details of the grievance process, please refer to the CYM document 'Grievance and Appeal Policy and Procedure' which can be found in your induction folder.

Safeguarding

CYM is committed to safeguarding and promoting the welfare of children and young people. It is essential that in all your work with young people within and outside your CYM remit that you remain above reproach, adhere to CYM policies and the Code of Conduct, establish and maintain appropriate boundaries and act promptly when a child's welfare is being threatened.

Employment

This is a full-time post, for an initial one-year period. The post is subject to an enhanced DBS check and suitable references. The normal working week will average 37.5 hours. There will be a need for flexibility within this.

The successful applicant will be expected to be fully committed to CYM's Christian ethos and as the post is subject to a 'genuine occupational requirement' will need to personally demonstrate a commitment to the Christian faith.

Detailed 'Terms and Conditions of Employment' will be issued separately.