



Operational Support Worker (*Female Only)

Application Pack

Women's Project

This vulnerable women's project seeks to befriend and to walk alongside our women as they deal with difficulties in their lives. It has been doing this for 20 years. We are rooted in and built upon the model of Jesus' life. We believe that Jesus loved unconditionally, respected each person as an individual, challenged individuals about their lifestyle, recognised the potential in those he met, and was always on the side of the vulnerable, the weak, the oppressed and the poor.

We run a drop-in centre offering women a safe, welcoming space for pastoral care, practical support, and unconditional acceptance. Many of the women we serve have experienced significant trauma, and we work hard to create an environment that feels safe and accessible. Support takes many forms—hot food, good coffee, clothing, washing facilities, help accessing services, signposting, or visiting women in hospital. Through consistent presence, we build trust and friendship, walking alongside women through challenging situations, encouraging them, championing them, and believing with them for the changes they hope for. We also do street outreach and community work. For women who are interested in pursuing faith we run fellowship groups, these are great places to explore faith and develop community.

The Operational Support Worker plays a vital role in enabling the team to offer compassionate, Christ centred support to vulnerable women. As the project has seen growth over the last few years, in response to rising demand, this role will play a key part in shaping and establishing the administrative systems, processes and procedures we've not yet had the capacity to formalise—ideal for someone who is energised by building structure, improving practice, and being part of creating solutions rather than stepping into a readymade setup. By carrying out the administrative, organisational, and practical tasks that keep the project running smoothly, they will help free frontline staff and evangelists to focus on building relationships, offering pastoral care, and walking alongside women in their daily challenges. From managing systems and records to supporting safeguarding, coordinating resources, and assisting at drop ins when needed, this role strengthens the foundations of the project so that the whole team can continue to provide a safe, welcoming space where women experience friendship, dignity, and the love of Jesus in action.

You will be part of a small team who prayerfully work together to serve the women led by myself as the Project Lead & Lead Evangelist. We're a fun and hardworking team to be part of, whose heart is to walk alongside these vulnerable women.

Ema Eden, Project Lead & Lead Evangelist

Job Description

Job Title:	Operational Support Worker (*Female Only)
Location:	Women's Project, Sheffield
Responsible To:	Project Lead & Lead Evangelist
Accountable To:	Church Army Mission Development Officer for England
Purpose:	To strengthen the foundations of the project and support the whole team in providing a safe, welcoming space where women with complex needs can experience friendship, dignity, and the love of Jesus in action.
Objectives:	<ol style="list-style-type: none">1. Provide routine project administration to support the Project Lead and wider team as they share Jesus' love with women facing complex needs.2. Support the implementation and ongoing day today administration of the project CRM system.3. Maintain accurate and timely administrative records connected to frontline engagement with women.4. Support the administration of the project's safeguarding processes.5. Support collaboration between the project and Church Army's Fundraising and Communications teams.6. Support the Project Lead with the administrative aspects of reporting and information sharing,7. Contribute to the review and updating of operational systems and procedures.8. Provide occasional practical support during drop-in sessions.

RESPONSIBILITIES AND TASKS:

- 1. Provide routine project administration to support the Project Lead and wider team as they share Jesus' love with women facing complex needs.**
 - 1.1 Finance and expense processing.
 - 1.2 Ordering food parcels and project materials.
 - 1.3 Supporting training coordination and volunteer administration.
 - 1.4 Carrying out general administrative tasks to enable the ministry to run smoothly.
- 2. Support the implementation and ongoing day to day administration of the project CRM system**
 - 2.1 Participating in the establishment of the CRM system.
 - 2.2 Maintaining accurate data and user records.
 - 2.3 Supporting and liaising with colleagues to ensure effective use of the CRM system.
- 3. Maintain accurate and timely administrative records connected to frontline engagement with women**
 - 3.1 Engaging in multi-agency communication.
 - 3.2 Ensuring accurate notes are maintained.
 - 3.3 Appropriate storage of project documentation.
 - 3.4 Supporting staff attendance at safeguarding and multi-agency meetings.
 - 3.5 Supporting staff to prioritise compassionate, Christ centred support.
- 4. Support the administration of the project's safeguarding processes**
 - 4.1 Maintaining project specific safeguarding documentation and records.
 - 4.2 Assisting with the coordination of safeguarding training.

4.3 Working collaboratively with the Project Lead and Church Army Safeguarding and Diocesan safeguarding teams to strengthen best practice and procedures.

5. Support collaboration between the project and Church Army's Fundraising and Communications teams

5.1 Be the administrative contact point.

5.2 Working with the Project Lead to collate and share project specific information to inform central fundraising and communications activity.

5.3 Working collaboratively with fundraising and communications strategies.

6. Support the Project Lead with the administrative aspects of reporting and information sharing

6.1 Collating information, maintaining accurate records, and assisting with the preparation of updates for Church Army wider leadership, funders, and potential funders.

7. Contribute to the review and updating of operational systems and procedures

7.1 Providing practical administrative input.

7.2 Contribute to building formal structures and procedures which strengthen practice.

8. Provide occasional practical support during drop-in sessions

8.1 Helping maintain a warm, safe, and welcoming presence when staff or volunteers are unavailable.

8.2 Supporting the team as they journey with women in both practical needs and Christian hope.

8.3 This will be for when other staff are on holidays or sickness.

General Responsibilities:

1. To undertake other duties as outlined by the line manager which are commensurate with the post.
2. To be conversant with and work within the procedures and practices of Church Army.
3. To attend regular supervision meetings with the line manager.
4. To attend of training courses offered or approved by Church Army.
5. To undertake and regularly update assessments of the risks associated with the project, and to take steps to manage and reduce the risk.
6. To comply with all current safeguarding legislation and Church Army's Safer Ministry policy.
7. To act in the best interests of Church Army at all times

Role Requirements

The following sets out what we are looking for in the post holder. As you apply for the post and submit your application, please make sure you evidence with good clear examples how you meet the criteria below. All aspects of the person specification will be assessed via the application form, interview, and selection process, and within pre-employment check (e.g. references).

Essential	Desirable
Attributes	
A desire to see vulnerable women come to a living faith in Jesus Christ	
A commitment to Evangelism in both word and deed, with a demonstrable ability to communicate with vulnerable women	
Models the values of Church Army	
Willingness to support staff to prioritise compassionate, Christ centred support	
Helping to maintain a warm, safe, and welcoming presence when staff or volunteers are unavailable	
Comfortable working in a ministry context that includes prayer, faith-	

based motivation, and spiritual support (while respecting individual choice and boundaries)	
Non Judgemental, Warm, approachable, and respectful manner	
Emotionally resilient with appropriate self-awareness and boundaries	
Non-judgemental, empathetic, and culturally sensitive	
Willingness to reflect, learn, and receive supervision and feedback	
Knowledge, qualifications and understanding	
Understanding of confidentiality, safeguarding, and professional boundaries	Experience of developing and administering safeguarding policies and procedures and safeguarding reporting and recording
Sound understanding of the importance of safeguarding and accompanying process, procedures, and practice	Awareness of trauma-informed practice and the impact of stigma, shame, and exploitation
To assist with the coordination of safeguarding training	Experience of identifying, recruiting, and developing volunteers
Work collaboratively to strengthen best safeguarding practice and procedures	Understanding of how to enthuse and develop volunteers
Experience	
Experience of working with vulnerable women or marginalised groups or women experiencing complex trauma	Ability to maintain and coordinate with external contractors and suppliers for all maintenance, repairs to the project and replacement of furniture and equipment.
Experience of administrative procedures and processes	Experience of multi-agency meetings and representing the service
	Experience of monitoring and evaluation systems and statistical data returns
	Experience of collating information, maintaining accurate records, and assisting with the preparation of updates for stakeholders, funders, and potential funders
Skills and abilities	
Strong organisational and administrative skills, with attention to detail	Experience of working collaboratively with fundraising and communications strategies
Excellent IT skills and Microsoft package (e.g. email, databases, spreadsheets, document management) Word, Outlook, Excel, PowerPoint, Canva	Collate and share project specific information to inform central fundraising and communications activity

Ability to manage multiple tasks, prioritise effectively, and meet deadlines	Experience of developing excellent working relationships
Ability to work both independently and as part of a small, committed team	Experience of safeguarding reporting.
Experience of financial recording, budgeting, and expenses processing - Excel based	Experience of health and safety policies and procedures are up to date and are followed.
Experience in an administrative, operational support, or office-based role	Experience of marketing and developing publicity materials, including newsletters
Experience of minute taking and accuracy of recording	Experience of client Management systems - data input and reporting
Excellent time management and an ability to prioritise and delegate	
Other	
Willingness to work occasional flexible hours including evenings and weekends as per the rota and operational need	Ability to adapt and develop in the role as required to meet the needs of the service
Calm, reliable, and professional under pressure	
Flexible and adaptable in a varied and sometimes unpredictable work environment	
Hold a full driving licence	

TRAINING

As a responsible employer we value the importance of professional formation and expect our employees to commit to ongoing training towards fulfilling their roles. We will provide you with the support you need to succeed, including professional training where appropriate, regular 1-2-1s with your line manager and all the support that comes from being part of a national charity and a loving community

OUTLINE OF TERMS AND CONDITIONS:

Salary	£24,570 per Annum (FTE)
Location	Women's Project, Sheffield
Hours	37.5 hours per week - Monday - Friday Occasional working hours and rotas are subject to change by the organisation as required, based on operational/service need, so some flexibility in working hours is expected.
Pension	The employee will be enrolled into a pension scheme providing the post holder meets the criteria for eligibility.
Annual Leave	25 days per year, plus bank holidays.
DBS	<p>This post is subject to a enhanced DBS (Disclosure and Barring Service) check and compliant with safeguarding policies and procedures. Safeguarding training will be required.</p> <p>Everyone in Church Army whether a staff member, volunteer, Evangelist, Evangelist in Training or Licensed Waterways Chaplain is responsible for making sure that Church Army has a safe and healthy safeguarding culture.</p> <p>We are committed to protecting the vulnerable and ensuring the highest possible safeguarding standards. We expect everyone in Church Army to be familiar and comply with our Safer Ministry Policy, undergo any safer recruitment processes, and report any concerns or behaviours they don't think are right to a member of the safeguarding team: safeguarding@churcharmy.org, or someone they trust.</p>
Probation Period	6 months
Contract Type	Open ended
Notice Period	4 weeks

Occupational Requirements

This post is subject to an Occupational Requirement under the provisions made in the Equality Act 2010 that the post holder has an active faith in Jesus. The successful candidate must be in agreement with the vision and values of Church Army.

*Due to the responsibilities of the role, there is an occupational requirement under the Equality Act 2010 that the post holder is female.

WHAT MAKES US CHURCH ARMY

Our Vision

For everyone everywhere to encounter God's love and be empowered to transform their communities through faith shared in words and action.

[See our We Are Church Army video.](#)

Our Values

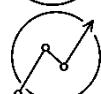
Everything we do is underpinned by our GRACEUP values:



Generous - We believe God is generous and we want to model that generosity to others.



Risk-taking - We have a long heritage as a pioneering movement, taking calculated risks and giving our staff permission to try new things.



Accountable - We are accountable to God and others, and we want to be reliable and responsible to high professional standards.



Collaborative - We are committed to partnering with others who share our values; we believe collaboration enhances the potential and outcomes of our work.



Expectant - We are hopeful, expecting God to do new things through our frontline work and the Church Army community.



Unconditional - We believe God loves everyone and every person is significant in His eyes. We serve anyone regardless of their age, gender, race, sexuality, faith, ability, status, or circumstances.



Prayerful - We listen to God through prayer, and we want to be obedient to Him. We want to be like Jesus in all we do.

Working with Us

We aspire to see our teams reflect the communities they serve, and to have a diversity of people and views reflected across our organisation. We are a Christian charity working with people of all faiths and none. We ask that our team, where being a Christian is not a requirement, to respect and be sympathetic to our history, work, vision, and values.

We welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are an equal opportunities employer and we do not discriminate on the basis of any characteristic, including those protected by the Equality Act.

Church Army staff have access to a wide range of benefits, and you can find some of these listed on our [website](#) below our vacancies.



APPLICATION PROCESS

To apply, please submit an application form which is available to download from our website: www.churcharmy.org and from the advert for this post.

Applications should be sent to: recruitment@churcharmy.org

Deadline: 12noon Friday 6th March 2026

Interview date: Week commencing 16th March 2026

What to expect from our Recruitment Process:

- Email your completed application form found on our website, **in word format**, to recruitment@churcharmy.org
- One of our team will acknowledge your application
- Applications are shortlisted against the person specification
- You will be contacted as to whether you have been invited to interview

Offers of employment are made subject to:

- Evidence of your eligibility to work in the UK
- A DBS check
- Two satisfactory references
- Successful completion of a probationary period

References are usually only requested once an offer has been made. We will ask for your permission before seeking any references.

For more information about Church Army please visit: www.churcharmy.org