

## JOB DESCRIPTION

Job Title:	Operations Assistant
Line Manager:	Operations Officer
Location:	Tyndale House, Cambridge
Hours:	Part Time (30 hours per week, 5 days per week)
Salary:	£24,500-£27,000 (FTE) depending on experience
Key benefits:	25 days' annual leave; generous pension scheme; life insurance
Start date:	ASAP

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Tyndale House is a dynamic academic hub that specialises in the languages, history and cultural context of the Bible. We bring together outstanding Christian researchers from around the world with the aim of developing Bible literacy in the Church and beyond. We want to enable all those who read the Bible to understand and appreciate it more.

The Operations Assistant will work front of house and will support processes and procedures to ensure excellent and timely customer service, particularly in the area of hospitality. They will also have a pro-active focus on continuous improvement based on feedback from readers, residents and staff at all stages of the customer journey.

The postholder will be expected to exemplify the Christian ethos of Tyndale House in all interactions with visitors and will provide advice to residents and readers in relation to engagement with the local Christian communities and consequently will need a good understanding of the theological nuances of different groups to provide appropriate advice, particularly to international visitors. There is therefore an Occupational Requirement for the post holder to be an active, practising, evangelical Christian in whole-hearted and unreserved agreement and support for the Tyndale House doctrinal basis and ethos.

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### Principal Accountabilities

#### 1. General

- 1.1. Act as the point of contact for any visitor enquiries, make connections and introductions between residents, readers and the local Christian community being mindful of national, cultural, denominational and other theological distinctives of all parties. Actively promote attendance at local churches and involvement in the local Christian community
- 1.2. Take and receive telephone calls to the main office number
- 1.3. Receive deliveries and ensure they reach the correct destination.

- 1.4. Co-ordinate incoming and outgoing mail in a timely way
- 1.5. Maintain office and daily hospitality catering supplies – purchasing where required, such as coffee, milk, stationery etc.
- 1.6. Catering for meetings and lunches as required by the Leadership Team.
- 1.7. Assist with practical arrangements for in-house events.
- 1.8. Check daily supplies for readers and staff, such as clean tea towels and cleaning cloths for the common room.
- 1.9. Set up and clear away meeting rooms, including refreshments as required.
- 1.10. Order taxis for staff and visitors, as required.
- 1.11. Prepare notices and emails as required. This may include (but is not limited to) emails regarding start/end of the booking period, access to accommodation (especially for out-of-office arrivals), leaving coffees and farewells.
- 1.12. Handling petty cash and recording usage as required.
- 1.13. Provide an excellent customer service journey to readers and visitors, including working closely with other teams where appropriate to handle complaints and requests.
- 1.14. Administer all aspects of visitor admin, to include:
  - Keeping a log of all visitors and alerting the receiving member of staff
  - Overseeing parking spaces for staff and visitors and ordering parking permits.
  - Familiarity with parking risk assessment; ensure that visitors are aware of parking safety issues if parking on the lane i.e. speed limit of 5 miles per hour, pedestrians always have priority, reversing into parking spaces, etc.
  - Providing wi-fi codes.
- 1.15. Organise coffee and bin rotas, train volunteers and make coffee and tea for readers for morning refreshment breaks, as required.
- 1.16. Ensure rotas and services are working smoothly, keeping the Facilities Officer informed. This will include maintenance of the coffee machine.
- 1.17. Daily unlocking/locking up duties (depending on hours).

## **2. Bookings & New Arrivals**

- 2.1. Act as the first point of contact for enquires about access to the library and accommodation.
- 2.2. Create agenda for booking support team meetings as required.
- 2.3. Manage the day to day running of a booking system for access to the library, accommodation and conferences (excluding library-only bookings), giving timely responses to customer enquiries.
- 2.4. Organise bookings emails and file appropriately.
- 2.5. Send a weekly email to relevant staff to inform of visitor arrivals and departures.
- 2.6. Create and send quotes for bookings.
- 2.7. Liaise with the finance team to ensure that invoices have been issued and payments received.
- 2.8. Liaise with arrival guests in advance and plan ahead for out of hours arrivals.
- 2.9. Welcome new arrivals and give accommodation inductions.
- 2.10. Ensuring welcome packs are up to date and digital and physical copies are available in accommodation.
- 2.11. Processing credit card payments (training will be provided)

- 2.12. *Working with the Facilities Officer, keep a general overview of cleaning schedules and room quality, including pre-arrival checks and inventory assessments to ensure accommodation is held to an appropriate standard prior to guest arrival.*
- 2.13. Working with the Operations Officer, organise and work with external bookers to ensure the smooth running of their events at Tyndale House.
- 2.14. Act as point of contact for organisations using Tyndale House's facilities and co-ordinate external room bookings.

### **3. Other**

- 3.1. Willing to promote and work according to the Christian ethos of Tyndale House
- 3.2. Participate and take the lead with specific internal projects as agreed.
- 3.3. Fulfil other tasks as they arise which are necessary to the role, as agreed with the line manager
- 3.4. Able and willing to participate in areas of the wider working life of Tyndale House, including social occasions with residents and readers.
- 3.5. Act as a first aider and fire marshal.
- 3.6. Assist with fire evacuation procedures and comply with health and safety requirements.
- 3.7. Keep up to date with all organisational policies and comply with their requirements.
- 3.8. Actively engage with appraisal processes and take responsibility for own training and professional development.
- 3.9. Assist in Inductions for new staff, volunteers, interns or readers.

### **4. Key Skills and Experience**

- 4.1. Experience of working in a customer-focused environment with the ability to be tactful and persuasive.
- 4.2. Approachable with an enthusiastic and professional manner.
- 4.3. Able to occasionally work outside normal working hours.
- 4.4. Able to work independently as well as part of a team.
- 4.5. Organised, able to prioritise and work to deadlines.
- 4.6. A good degree of IT literacy with a sound working knowledge of MS Office.
- 4.7. Professional telephone manner.
- 4.8. High level of accuracy and attention to detail when inputting information into databases, completing paperwork and filing.