

Job Description

Job Title: Operations Coordinator

Accountable to: Roots Managing Director

Location: Home-based

Hours: Part-time (0.8, 28 hours per week), Monday to Friday (working pattern to be agreed, preferably M-F to be available for calls and queries).

Salary: £25,000- £30,000 pro rata, depending on experience

1. Purpose of the Job

To manage and execute day-to-day administration and bookkeeping duties, supporting the Managing Director and the Roots Team in the effective publishing of resources aligned with the vision and strategy of Roots for Churches Ltd.

2. Organisation

Roots for Churches Ltd is a charitable limited company overseen by a Board of Trustees. The Managing Director is responsible for daily management, supported by Senior Editors, Assistant Editor, Production Editor, Website Editor, Marketing Officer, and Operations Coordinator.

3. Responsibilities

3.1 Financial Administration - 25%

- Oversee the administration of invoices, payments, and refunds, ensuring timely communication with the Bookkeeper and Finance Consultant.
- Process invoices from suppliers and team members, securing necessary approvals for payments. Log invoice details in Dext and assign nominal codes, collaborating with the Bookkeeper to resolve any discrepancies.
- Ensure timely submission of credit card and cash expense claims by team members, (Team will upload receipts and add nominal codes).
- Maintain up-to-date records of regular suppliers' payment details and communicate changes to the Bookkeeper/Xero.
- Follow established procedures for subscriber refunds and maintain an accurate log.
- Upload and file bank statements on SharePoint at the start of each month.
- Upload liability reports to SharePoint every two months.
- Assist in budget preparation and monitoring, extracting data from Xero as needed.
- Address queries from the Bookkeeper and Finance Consultant.
- Perform additional financial administration tasks as required.

3.2 Operations - 20%

- Monitor contracts for mobile phones, Microsoft Office 365, and IT support services.
- Keep operational systems updated and communicate changes to the team and suppliers.
- Verify that insurance coverage and software licences are maintained and up to date.
- Identify cost-saving opportunities for products and services, including software, to maintain low overheads.
- Ensure compliance with GDPR policies.
- Collaborate with the Managing Director to keep HR policies current, in consultation with our HR agency.
- Investigate new IT hardware and software needs, assisting in troubleshooting issues.
- Support staff onboarding for new programmes and software updates.

3.3 Team Support - 15%

- Maintain regular contact with team members to fulfil your role in the publication process and provide administrative support. Support the team with specific tasks as feasible within administrative priorities.
- Schedule writers contributions by agreed deadlines, including Check-in and In Touch rotas and commissioning.
- Facilitate prayer for subscribers and the Roots team by creating rotas and prayer calendars and leading prayers at team meetings.
- Assist new staff with essential paperwork.
- Offer personal church experience and insight related to existing or potential Roots products and projects.
- Promote Roots at various in-person events as needed.

3.4 Writers' Publishing Agreements - 10%

- Implement efficient processes for drafting writers' agreements, obtaining fee and deadline information from the Managing Director and Senior Editors.
- Maintain the Master Commissioning list, with the Senior Editors, ensuring it is current, tracking writers' names, fees, signed contracts, and payment status.

3.5 Meetings - 10%

- Support the Managing Director by arranging regular Team Meetings, Trustee meetings, Writers' conferences, or ecumenical conferences (e.g CMN, Intergenerate UKI) as well as one-off meetings, both online and in person.
- Identify and book venues for conferences/meetings, liaising with venues regarding specific arrangements (mealtimes, dietary needs, room setup, equipment). Approximately 1 in-person meeting per month.
- Prepare and distribute necessary paperwork to team/trustees/writers in advance (Bible readings, joining instructions, expenses forms, etc).

3.6 Social Media & Video - 10%

- Select appropriate videos related to Roots content from Right Now Media for profiling on the Roots landing page every two months.

- Assist the Managing Director in producing, editing, and disseminating podcasts and related content.
- Assist the Managing Director or team in running online webinars with technical support.
- Contribute to growing Roots' social media presence by creating occasional content on Canva and posting under the direction of the Marketing Officer.

3.7 General Administration - 5%

- Manage administrative tasks to ensure the efficient operation of publications.
- Organise and maintain Roots' electronic and hard copy data, ensuring documents are accurately titled, filed, and updated, with shared documents uploaded to SharePoint by agreed deadlines.
- Maintain the shared team calendar.
- Liaise with the Bookkeeper to update the Bright Pay/Modulr system, updating holiday entitlements/forms annually.
- Download reports from the subscriptions database as required.
- Perform other administrative tasks as needed.

3.8 Customer Support - 5%

- Customer support is primarily handled by a third party, Yeomans, as the first point of contact for incoming phone calls and emails from customers (including from the website). However the Yeomans team will pass on various queries and need help with some processes. Liaise with the Website Editor and Marketing Officer to respond to very occasional queries and help the Yeoman's subscriptions team respond to subscriber queries.
- Maintain weekly communication with the Yeomans team regarding staff holidays so they can direct calls appropriately.
- Understand the website subscription database to handle very occasional subscriber queries or issues, ensuring effective communication with the Subscriptions Team at Yeomans.
- Familiarise yourself with the Roots website to be able to assist subscribers with basic queries (resource locations, printing materials, etc.).

3.9 Communication

- Represent Roots professionally and amicably in all written and spoken interactions.
- Build and maintain strong relationships with suppliers, writers, trustees, advisors, and other contacts within partner organisations.
- Inspire confidence and trust through all communications with subscribers and potential subscribers.
- Keep contact details for regular contacts updated and accessible to the team via Outlook contacts/SharePoint.

4. Salary and Conditions

Standard terms and conditions apply.

Probation

- The first six months of employment are probationary. Roots for Churches Ltd takes the concept of probation seriously, and employees should be aware that at the end of this period, they will be carefully assessed, with three possible outcomes: their employment will be confirmed, their probation will be extended, or their employment will be discontinued.
- On its part, Roots for Churches Ltd accepts responsibility for providing proper induction and appropriate training. The post holder may be asked to undertake any other reasonable duties and responsibilities defined by the Managing Director within the scope of this post.
- The post holder will abide by any employment policies and procedures issued by Roots for Churches Ltd from time to time.
- This job description is not prescriptive; it outlines the core responsibilities of the post.
- The job description may be revised, but any changes will be made in consultation with the post holder.

Holiday:

- The holiday entitlement for full-time workers is 30 days, including any public and bank holidays. The Bank Holidays that a home-based staff member must take are 1 January, 25 and 26 December. Roots closes for the full week between Christmas and New Year and 3 extra days leave are offered to cover the days that are not bank holidays. Other bank holidays can be taken flexibly. There is a further day's holiday after three years of service and another after six and nine years.

Pension Scheme:

- Enrolment in a workplace pension scheme after three months, with Roots contributing 10% of salary value.
- The work is conducted within an ecumenical Christian context.
- This job description is non-contractual. Roots for Churches Ltd retains the right to update and amend it.

Person Specification for Operations Coordinator

We're seeking someone with a genuine interest in Christian worship, discipleship, and resource development – someone who is organised, thoughtful, and enjoys working both independently and collaboratively.

1. Organisational Skills

- A strong inclination towards structure and clarity, ensuring that tasks are completed efficiently and effectively. This energy may help in managing multiple priorities and maintaining focus on operational goals.
- Financial Acumen: A keen eye for detail in financial administration, which may enhance accuracy in managing budgets and financial records.
- Project Management: Proficiency in project management methodologies, which may facilitate the successful execution of projects and initiatives.
- Communication Skills: Excellent written and spoken communication abilities, fostering collaboration and building strong relationships with team members and stakeholders.
- Technical Proficiency: Familiarity with Microsoft Office software, Office 365, and content management systems, as well as automation apps, which may support effective data management and operational processes.

2. Work Experience

- Administrative Experience: Demonstrated experience in administrative roles, which may provide a solid foundation for managing day-to-day operations and supporting team functions.
- Customer Service: Experience in customer support roles, which may enhance the ability to engage with clients and address their needs effectively.
- Financial Administration: Background in financial administration, which may contribute to the efficient handling of invoices, payments, and budgeting processes.

3. People Skills

- Natural Connector: An innate ability to engage with a diverse range of individuals, fostering collaboration and teamwork. This energy may help in building a cohesive team environment.
- Inspirational Communicator: A talent for inspiring confidence and trust through effective communication, which may enhance relationships with stakeholders and team members.

4. Personal Characteristics and Abilities

- Self-Motivated: A strong instinct to prioritise and organise tasks, which may support the ability to meet deadlines and manage workload effectively.
- Flexible and Adaptable: The capacity to work independently while also collaborating within a team, which may facilitate a harmonious working environment.
- Problem Solver: A proactive approach to identifying and implementing efficient systems, which may enhance operational effectiveness.
- Detail-Oriented: A focus on maintaining high standards and continuous improvement, which may drive excellence in all aspects of work.

5. Education

- Educational Background: A sound general education to A level or equivalent, providing a foundation for understanding operational and administrative processes.

6. Circumstances

- Home Workspace: Must have a suitable home workspace that is free from distractions, which may support productivity and focus.
- Willingness to Travel: Availability to attend monthly team meetings and occasional meetings within the UK, which may enhance team cohesion and collaboration.