

Job Profile

Position:	Operations Assistant
Reporting to:	Operations Manager (Gregory Bell)
Hours of Work:	20 hours per week over 3-4 days– discussion with candidate over proposed hours. Occasional evening and weekend work may be required (flexible working can be agreed through discussion)
Salary:	NJC Scale point 3 - 5 (£25,500 - £26,500 per annum, pro-rata, equates to £12.26 – £12.74per hour)
Based at:	Together Church, St James Road, Torquay.
Annual Leave:	25 days pro rata + Bank Holidays.

General Nature:

As Operations Assistant, you will provide essential administrative support to the Operations Manager, leadership team, and ministries of Together Church. The role covers a wide variety of operational and administrative responsibilities, with a particular focus on supporting our work with children and young people. It requires professionalism, flexibility, and the ability to work in a changing environment where multitasking, sound decision-making, self-motivation, and discretion are essential. You will also assist staff and volunteers with a wide range of tasks, acting as a warm, welcoming, and emotionally aware communicator with all who come into contact with Together Church.

The role also includes supporting the lead elder with meeting bookings and pastoral administration tasks. This may involve preparing cards, organising meetings, and assisting with coordination within the pastoral team. The Operations Assistant will play a key role in ensuring these relational and care-focused aspects of church life are handled with warmth, sensitivity, and attention to detail.

Specific Tasks:

Administrative Support

- Provide administrative assistance to Elders, staff, trustees and volunteers.
- Support ministry leaders, especially the lead pastor and kids team, with resources for teaching series.
- Assist with pastoral admin tasks such as preparing cards and gifts.
- Help the lead elder with meeting bookings and pastoral team coordination.

Office & Communication Management

- Serve as the first point of contact for visitors to the church office.
- Answer and route telephone calls; take messages as needed.
- Manage incoming and outgoing communications via ChurchSuite, social media, and email.
- Maintain and file documents in line with data protection policies.

Facilities & Equipment

- Manage bookings for church offices and support building maintenance.
- Order equipment and services; ensure receipt and booking.
- Maintain office equipment and supplies.
- Operate the photocopier for printing, folding, stapling, etc.

Sunday & Event Support

- Prepare and distribute Sunday meeting materials (e.g., kids resources, welcome cards).
- Follow up with church visitors via thank-you letters or emails.
- Assist with planning and admin for large events (e.g., camps, outreach, Christmas).
- Provide event support at the church building when needed.

ChurchSuite & Data Management

- Maintain accurate records of members, attenders, and visitors.
- Manage calendars, bookings, and serving team rotas.
- Monitor rotas weekly to resolve gaps and clashes.
- Oversee workflows for DBS checks, membership enquiries, and safeguarding documentation.

Spiritual Engagement

- Actively participate in weekly staff prayer meetings.
- Support and engage with church ministry, including Sunday services.
- Maintain a growing spiritual life aligned with the church's mission.

Other duties:

You are required to undertake such other duties appropriate to the grade and content of the work as may reasonably be required of the postholder. Therefore, the list of duties in this job profile should not be regarded as exclusive or exhaustive. Please note that, in consultation with the postholder, Together Church reserves the right to update this job profile to reflect changes in, or to, the post.

Diversity and Safeguarding:

Together Church is committed to promoting equality of opportunity and to upholding its responsibility for the safety and safeguarding of all. Together Church is committed to eliminating any form of discrimination, be it direct, indirect, harassment or victimisation, and to providing a safe environment for all. Together Church has a number of policies to support this. You should ensure that you are familiar with and compliant with these, as any breaches may lead to disciplinary action.

Data Protection:

You will be responsible for ensuring that your workplace responsibilities are carried out in compliance with the requirements of the UK Data Protection Act 2018, especially concerning confidentiality, treatment of personal information and records management. Appropriate training and advice will be provided. Any breaches may lead to disciplinary action.

Right to Work:

The current British and European Law states that Together Church cannot employ a person who does not have permission to live and work in the UK.

Principal Attributes and Person Specification

Essential requirements are those without which the candidate would not be able to do the job. It is expected that the post holder will have the knowledge and qualifications indicated, or equivalent qualifications and experience.

Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirement

	Essential	Desirable
Entitled to live and work the UK.	✓	
A strong Christian faith	✓	
Representative of Together Church ethos and core values.	✓	
Good knowledge of and confidence in using Microsoft Word, Excel and PowerPoint.	✓	
Previous experience of working with databases and information management systems	✓	
Accurate keyboard skills for word processing and data entry.	✓	
Good knowledge of and confidence in using Photoshop, Gimp, Photoshop elements or similar graphic design or DTP software.		✓
Have experience of other MS Office programs, together with an aptitude for new IT applications.		✓
Good interpersonal and communication skills, including a professional telephone manner.	✓	
Excellent written and verbal communication skills, including the ability to draft high quality responses to enquiries and queries.	✓	
High standards of customer service, with a helpful approach, demonstrating empathy to the needs of others and an ability to deal with the large and varied make up of the church.	✓	
Demonstrable organisational, administrative and general office skills, with the ability to meet tight deadlines whilst maintaining accuracy and attention to detail.	✓	
Ability to work with confidence and maintain integrity and confidentiality.	✓	
Problem-solver with a "can do" approach.	✓	
Fast learner, picks up most things first time.		✓
Can use own initiative, self starter and ability to work unsupervised.	✓	
Flexible and team player.	✓	
Diplomatic, discerning and able to handle confidential information.	✓	

Enthusiastic.	✓	
Personable, but prepared to stand ground when required.	✓	
	Essential	Desirable
Ability to keep calm and focussed in pressurised situations.	✓	
Experience of working in an administrative capacity.		✓
Experience of working in a church, Christian or charity environment.		✓
Good general education to A level or equivalent, with a high standard of literacy and numeracy.	✓	
Educated to University level.		✓
Willing to complete and obtain clearance for DBS Check at Enhanced level.		✓