



Truro  
Cathedral  
*sacred space, common ground*

Operations Administrator



## Our Vision, Ambition and Values

### Vision

Our vision for Truro Cathedral is to create **Sacred Space** in which the holiness of God is encountered in an open and inclusive way and **Common Ground** where issues shared by the whole of humanity can be explored.

### Ambition

Inspired by the Gospel of Jesus Christ, we work to build a welcoming, inclusive and engaging environment that, through the delivery of a diverse and inspiring programme of worship, events, educational activities and community outreach, fulfils and spiritually enriches all who experience Truro Cathedral.

### Values

#### **Love & Unity**

We care for one another with compassion and kindness and our work is embedded in a spirit of love and cooperation as we come together to succeed in our mission for the cathedral.

#### **Dignity & Respect**

We respect others and value diversity, embracing our similarities and differences with gentleness, self-control and a willingness to learn. We welcome expressions of spirituality, respecting and valuing those with different faiths or no faith.

#### **Accountability & Integrity**

We act with honesty, openness and integrity in everything we do. We use the resources entrusted to us wisely and effectively with transparency and accountability. We demand high standards of professionalism from ourselves every day, always striving to deliver excellence in our work.

#### **Creativity & Courage**

We are bold and challenge ourselves and others to question the norm. We explore new options and take intelligent risks, confident that we do so in a supportive environment. Committed to continual development, we embrace change and nurture personal growth.

## Job Description

<b>Job Title</b>	<b>Operations Administrator</b>
<b>Hours of Work</b>	5 days of 7 weekly flexing with business needs and including some weekend and evening work
<b>Salary</b>	£20,000 pa
<b>Line manager</b>	Chief Operating Officer
<b>Direct reports</b>	Admin & Reception Team, Office Cleaner

### Overview and general duties

A new post in 2019 to support the Chief Operating Officer, operational customer facing and executive teams in delivery of the cathedral's strategic goals. This role will suit a flexible candidate who thrives in a varied and interesting role. The successful candidate will possess excellent organisation and communication skills with a flair for customer care.

### Key Duties and Responsibilities

1. Administration of third-party events taking place in the Cathedral & Old Cathedral School, Restaurant and outdoor spaces.
2. Management of the cathedral's space booking systems.
3. Host and first point of contact for all Old Cathedral School space bookings, ensuring all customer requirements are met.
4. Ensuring accurate and timely billing of all third-party customers.
5. Effective oversight and management of office functions including the allocation and monitoring of resources.
6. Manage the office reception area, supervising and assigning administrative tasks.
7. Provide administrative support to the wider executive cathedral team including assistance with some special services and Truro Cathedral Music membership.
8. Ensuring the safe, effective and reliable day to day operation of all IT systems, throughout the cathedral and office buildings.

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9. Administrative support for key governance meetings (Cathedral Chapter and Executive Committee), taking and producing accurate & concise meeting minutes.

### **General duties**

1. Attend and participate in training courses as directed.
2. Maintain confidentiality at all times.
3. Take a positive and active part in the cathedral's annual appraisal/review system.
4. Uphold the cathedral's values.
5. Adhere to Truro Cathedral's policies and procedures.
6. Other duties as are necessary for the smooth running of the business.
7. This job description will be subject to regular review and amended to meet the changing needs of the cathedral.

## Person Specification

### Job title

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Job Knowledge &amp; Experience</b>	Prior experience of handling events bookings from point of enquiry up to and including service delivery	Prior experience in the events and/or hospitality sector
	Effective team leader and effective delegator	Experience working in the third sector / not for profit sector
	Proven office management or, administrative assistant experience.	
<b>Job Skills</b>	Quick thinker able to multi-task and effectively prioritise	Experience producing minutes to a professional standard
	Articulate	
	Highly IT literate	
	Solution orientated	
	Accurate	
<b>Education &amp; qualifications</b>	Demonstrable excellent written and spoken English skills	IT qualifications or certifications.
	GSCE maths at grade C or higher, or equivalent	
<b>Personal attributes</b>	Reliable, open and honest. A real people person	
	Flexible and able to adapt to any situation	
	Problem solver	
	Calm & mature with a sense of humour	
	Presentable, smart and professional	
	Committed to upholding the values and objectives of the Cathedral	

## Terms & Conditions

<b>Job Title</b>	<b>Operations Administrator</b>
<b>Contract</b>	Full-time permanent
<b>Salary</b>	£20,000 pa
<b>Hours of Work</b>	35 per week, annualised
<b>Holiday</b>	5 weeks plus bank holidays
<b>Line manager</b>	Chief Operating Officer
<b>Place of work</b>	Old Cathedral School
<b>Probation</b>	The post will be subject to a three-month probationary period, during which time, either party may give the other one weeks written notice
<b>Pension</b>	You will automatically be enrolled onto the government's Nest pension scheme but can opt out if you wish. After successful completion of six-month probation period staff are eligible to join the Church Workers Pension Scheme (contributory employer 6%, employee 3%)
<b>Smoking</b>	The cathedral operates a no smoking policy
<b>Health &amp; Safety</b>	All staff are required to follow the policies and procedures set out in the employee handbook.
<b>Equal Opportunities</b>	Truro Cathedral operates under the principles of Equal Opportunity, insisting on and promoting equality of opportunity and access to all, regardless of age, race, colour, ethnic or national origins, gender, marital status, sexual orientation, disability or impairment, income, education, religious beliefs or cultural heritage. This applies in all we do, including our campaigns and employment practices, membership of committees, all stages of recruitment or selection processes, working practices, conditions of work, and allocation of resources.
<b>Safeguarding</b>	Truro Cathedral's safeguarding policy provides a framework to promote the welfare and protection of children and vulnerable adults. It is available at <a href="http://www.trurocathedral.org.uk">www.trurocathedral.org.uk</a> or in the company documents area of BreatheHR.