



Truro
Cathedral
sacred space, common ground

**Operations Administrator
& PA to Executive
(Maternity Cover)**



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

Job Title	Operations Administrator
Hours of Work	5 days of 7 weekly flexing with business needs and including some weekend and evening work
Line manager	Chief Operating Officer

Overview and general duties


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.
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.
9. Administrative support for key governance meetings, 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
Job Knowledge & Experience	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.	
Job Skills	Quick thinker able to multi-task and effectively prioritise	Experience producing minutes to a professional standard
	Articulate	
	Highly IT literate	
	Solution orientated	
	Accurate	
Education & qualifications	Demonstrable excellent written and spoken English skills	IT qualifications or certifications.
	GSCE maths at grade C or higher, or equivalent	
Personal attributes	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	