

Job Title:	Operations and Office Administrator
Place of work:	Columban Mission Office, St. Columban’s, Widney Manor Road, Solihull B93 9AB
Reporting to:	Fundraising and Operations Manager Health & Safety Officer
Contract:	Permanent
Days/Hours:	Monday to Friday. Full-time - 37.5 hours per week
Salary range:	Depending on experience. This will be discussed with the shortlisted candidates.
<p>Additional Benefits:</p> <ul style="list-style-type: none"> • An additional week of holiday (vs national entitlement) • Four discretionary days of holiday over the Christmas period when the office is closed • Discretionary Christmas bonus • Discretionary paid compassionate leave • Discretionary Occupational Sick Pay • Discretionary paid time-off for dependents • Discretionary paid time-off for public duties • Discretionary additional bank holidays (if any announced by the government) • Flexible working • Training • Long Service Awards • Private Healthcare Scheme • Death in Service Benefit • Pension enrolment (optional) • Invitation to Charity conferences and webinars 	

Job purpose

The Operations and Office Administrator will provide wide-ranging administrative & operational support to ensure an efficient office environment, contributing directly to the delivery of the international Missionary Society of St Columban’s mission priorities.

Key Responsibilities

Office Operations: Ensure the smooth running of the office through the management and coordination of IT systems, office supplies, post, telephone/internet, document filing and retention, and oversight of maintenance and improvements to equipment and the working environment.

PA & Administration: Provide IT and administration support to the Regional Director, the Fundraising and Operations Manager, Regional Council, the Board of Trustees, Mission Appeals Team and the community living at St Columban’s House; including minute-taking, arranging meetings, drafting and sending correspondence, database administration, preparation of reports, and booking travel and appointments.

Venue Hire & Events Administration: Coordinate room and grounds hire at St Columban’s – handling enquiries and bookings, diary management, health & safety compliance, preparing the venue, maintaining and improving the facilities, advertising – and assist with the planning and administration of events organised by the Charity.

Reception: Host visitors and handle enquiries by telephone and email; including deliveries/collections, maintenance and supplier visits, and members of the public contacting the office to donate, request a Mass, update their record details, meet with a priest, or for any other reason.

Health & Safety Administration: Manage the online system for health & safety, coordinate the review and update of risk assessments for the office, house and grounds, organise training and briefings, monitor and re-stock first aid supplies, act as a health & safety marshal and organise staff appointed as first aiders and fire marshals.

Principal Tasks

Under the supervision and management of the Fundraising and Operations Manager, you will:

Office Operations

- Champion Microsoft 365 and provide support and guidance to staff in how to make best use of its capabilities.
- Oversee the performance and maintenance of our IT server and network, maintain regular contact with our IT services provider to ensure all issues are resolved.
- Maintain, service and replace office equipment and furniture as required, including IT and telephone systems.
- Monitor and order stock of office supplies, including stationery, cleaning and sanitary products.
- Oversight of office cleaning arrangements.
- Organise and promote recycling to staff for equipment and supplies no longer required.
- Oversee and develop systems for document filing and storage.
- Arrange for confidential disposal of documents in accord with the Charity's retention policy.
- Oversee arrangements, equipment and systems for receiving and sending out post.
- Process monthly Charity 'Response with stamps' claims.

PA & Administration Assistance

- Assist the Regional Director with day-to-day IT and administration tasks.
- Assist the Columban Fathers with administration tasks, when needed.
- Assist with arranging parish appeals and processing the response to appeals.
- Support with direct mail and other fundraising activities.
- Update supporter records in our CRM database.
- Attend and take minutes at Charity meetings.
- Book travel and appointments for the Regional Director and the Columban Priests.
- Prepare and send correspondence by letter and email.

Venue Hire & Events Administration

- Develop a robust and efficient system for the hire and use of the facilities at St Columban's, covering both external bookings and internal use by staff and volunteers of the Charity.
- Handle all enquiries and bookings.
- Maintain a bookings diary/calendar that is available to all who need access.
- Keep a complete record of all bookings, related documents and correspondence in our CRM database.
- Ensure hirers and users of the facilities are briefed in all matters related to health & safety.
- Ensure the facilities are clean and ready to use before and after each booking.
- Host or arrange hosting for each booking.
- Process payments/donations made for the hire/use of the facilities.
- Collect and record feedback on their experience from external hirers and users.
- Work with the Buildings & Maintenance Manager to maintain and improve the facilities.
- Advertise/market the facilities to agreed target audiences.
- Provide planning and administration assistance for events organised by the Charity.

Reception

- Welcome and host all visitors to St Columban's during normal opening hours.
- Maintain a visitors log and ensure all visitors sign in and sign out when leaving the building.
- Handle enquiries by telephone and email.
- Process requests from Charity supporters to donate, request a Mass or to update their database record.
- Receive and keep a daily log of deliveries, collections and service/maintenance visits.
- Ensure the Reception area is kept clean and tidy.

Under the supervision and management of the Health & Safety Officer, you will:

Health & Safety Administration

- Maintain and update BrightSafe, our health & safety planning and records management tool.
- Maintain regular contact with Peninsula, our Health & Safety service provider
- Review and update risk assessments for the office and conference room areas.
- Prompt and assist those responsible to review and update all other risk assessments.
- Ensure actions identified following a review are completed and updated in BrightSafe.
- Check and restock First Aid kits.
- Recruit and organise a team of first aiders and fire marshals.
- Provide and monitor accident books for the whole site and keep a central record of accidents reported.
- Arrange training for staff and volunteers in liaison with their line managers.

Some weekend and out of hours work may be required occasionally.

Person Specification

Criteria	Essential	Desirable
Qualifications/training	<ul style="list-style-type: none"> GCSE or equivalent in English and Maths (grade C or above) 	<ul style="list-style-type: none"> Business Administration Level 3 or equivalent qualification or experience. Microsoft 365 qualifications or equivalent training Health & Safety related training Other qualifications or training relevant to the role
Skills/competencies	<ul style="list-style-type: none"> Competency in Microsoft 365 applications, especially Outlook, Word, Excel, SharePoint and Teams Accuracy, attention to detail and an aptitude for problem solving Excellent verbal & written communication skills Capable of working independently and collaboratively as part of a team Confidence in building relationships with various stakeholders 	<ul style="list-style-type: none"> Competency in Microsoft 365 admin centre and other 365 applications Competency in Donorflex or similar CRM database systems Knowledge and understanding of office IT systems and requirements Knowledge and understanding of workplace health & safety
Previous experience	<ul style="list-style-type: none"> A minimum of 5-7 years' experience of office-based administration work 	<ul style="list-style-type: none"> Employment within a Charity Reception/front of house Office filing systems Event administration
Special aptitudes and knowledge	<ul style="list-style-type: none"> Confident and courteous with people on the telephone, in person and in correspondence by letter and e-mail A team player Ability and willingness to learn and adapt to new ways of working Responsible for undertaking core learning for the role Determined, innovative, target driven and self-motivated 	<ul style="list-style-type: none"> Empathy with the charitable aims of the Columban Missionaries. Discover at: www.columbans.co.uk

Closing Date: Midnight on Sunday 25th May 2025

We do reserve the right to close this advertisement early if we receive a high volume of suitable applications.

Please use our Application Form to apply for the vacancy and send a copy of your recent résumé.