



Wesley House

The Methodist College in Cambridge since 1921

A reflective, cross-cultural community of prayer and study for students and scholars in the Wesleyan tradition

Assistant Operations Manager

Wesley House is the Methodist theological college, based in the centre of Cambridge. We have recently completed a major building and refurbishment programme through which every room has been refurbished and new accommodation and teaching blocks have been added. In addition to the Chapel, Dining Room, Library, teaching spaces, and office, the college has 24 residential rooms, all with en-suite bathrooms and with access to shared common room and cooking facilities.

You will be a key part of a small and committed team and will need to work without strictly defined boundaries with a whatever-it-takes, can-do attitude. We won't ask you to do anything that you are not capable of but we will expect you to muck in with many things both in and out of the office. It is important that you enjoy working by yourself, using plenty of initiative, as there will be times when you are the only person in the office. It will also be important to communicate well with the rest of the team. We will expect you to be computer-literate, able to use the full range of MS Office programmes and be keen and able to learn other programmes and systems. Accuracy and attention to detail are high on the list of attributes we are looking for. This is very much a "doing" role and not purely administrative. You will not be managing staff but will be helping to manage facilities and the day to day operations of the College.

This is a full time position. You will normally work from 9am to 5pm on Monday to Friday with a 30 minute paid lunch break but there may be some evening and weekend working for which you can take time off in lieu the following week. The salary is in the range £25k-£27k with 25 days holiday plus bank holidays. You will also be entitled to sick pay and 5% pension contributions pay.

You will be welcome to join in the College's social and prayer life if you wish to be involved but this is not at all obligatory.

To apply or to find out more please email a CV and covering letter to Alastair Oatey at aio22@cam.ac.uk. You do not have to have any religious affiliation to be part of Wesley House, though it is important you are sympathetic to the College's ethos as you will be supporting a worshipping Christian community.

Closing date: 5pm Friday 29th September 2017

Interview date: Thursday 6th October 2017

Job Description: Assistant Operations Manager

Job purpose

To welcome and support students, residents and visitors to the College and to take responsibility for the College's daily operations.

Job description

1. Being the first contact point for students, residents, event organisers, suppliers, contractors and other visitors to the College, making them feel welcome, providing hospitality and meeting their needs as appropriate to the best of the College's and your abilities.
2. Taking prime responsibility for maintaining college systems including the Salto key card system, college calendars, room booking systems and information screens. Assisting with maintaining other systems in the absence of others, including the database, maintenance logs and accommodation system.
3. Maintaining the appearance and tidiness of the public areas, including the toilets, and the College office throughout the day.
4. Helping prepare for, set up and assist with events at Wesley House so that they run smoothly from administrative and operational perspectives; helping to create an excellent reputation for events that leads to recommendations and repeat business.
5. Making arrangements for Wesley House events held off-site, including booking hotels, arranging travel, preparing handouts and ordering supplies. Liaising with attendees and venues.
6. Helping ensure that deadlines are met by bringing upcoming events and tasks to the team's attention; acting proactively so that items in the calendar are brought into action.
7. Answering the telephone, responding to emails and dealing with incoming and outgoing post. At all times responding efficiently and accurately and ensuring information reaches the right people in a timely manner.
8. Ordering sufficient catering, office, housekeeping, maintenance and other supplies. Keeping the office and Dining Room supplied with tea, coffee, milk etc.
9. Providing administrative support to the academic and administrative teams, including photocopying, bulk postal and email mailings, letter writing, filing, and desk-top research.
10. Supporting meetings, for example by getting confirmed dates, setting up rooms, arranging refreshments, taking minutes, circulating papers and archiving key documents.
11. Being one of the College's designated First Aiders.
12. Working in accordance with the College's policies including, but not restricted to, the Health and Safety, Data Protection and Prevent policies.
13. Undertaking any other reasonable tasks that you may be asked to do to support the work of the College.

This job description reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and is therefore subject to amendment.

Person specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> First Aid Good English grades
Experience	<ul style="list-style-type: none"> 2 years in an administrative support role 	<ul style="list-style-type: none"> Operational support for events Room booking systems
Skills	<ul style="list-style-type: none"> Consistently excellent verbal and written communication Confident telephone manner Good office computer skills Managing event invitation lists 	<ul style="list-style-type: none"> Minuting meetings Basic maintenance skills
Aptitudes	<ul style="list-style-type: none"> Highly organised Ability to multi-task and prioritise Keen attention to accuracy and detail Can work under pressure and meet deadlines "Can do" attitude Working under your own initiative within the boundaries of the role Creating and maintaining systems Task sequencing 	<ul style="list-style-type: none"> Willingness to carry out basic caretaking
Other	<ul style="list-style-type: none"> Cross cultural sensitivity Maintaining confidentiality Financial integrity A commitment to supporting the college ethos 	<ul style="list-style-type: none"> An understanding of the structures of the Methodist Church