



Norwich Historic Churches Trust is recruiting an **OPERATIONS CO-ORDINATOR**

ROLE OVERVIEW:

Norwich Historic Churches Trust is seeking an Operations Co-ordinator to take a key role in delivering the Trust's charitable objectives. We are looking for a **highly organised individual** with **administrative experience** and excellent **inter-personal skills** who has the capacity to **work autonomously** and drive their own projects, as well as **work effectively as part of a small team**. The work of the Trust is varied and demanding and the post holder will need to be able to plan, manage long-term goals, as well as respond to unexpected events as they occur.

Reporting to the Head of Operations, Conservation and Heritage (HOCH), the Operations Co-ordinator will take the lead with office administration tasks and assist in coordinating the day-to-day operations of the Trust. Key duties involve: office administration and supporting the HOCH with the smooth running of the Trust's operations; supporting trustees, under guidance, in their duty to maintain effective charity governance; assisting with the revision of policies/documents; and taking the lead on the preparation of lease documents. The post holder will develop a volunteer programme and lead the Trust's participation in Heritage Open Days (HOD), liaising with tenants and HOD organisers to improve public access and create an engaging offering for visitors across the Trust's portfolio of churches. The Operations Co-ordinator will help promote the Trust through its website and social media channels.

ABOUT THE TRUST:

Norwich Historic Churches Trust (NHCT) is a charitable trust, created in 1973 with our main charitable objective being the preservation and maintenance of 18 deconsecrated, medieval churches in Norwich. The Trust has worked hard to find new uses for the churches in its care and now provides premises for several of Norwich's vibrant charities, businesses and cultural activities. These include the Norwich Arts Centre, the Norwich Puppet Theatre and the Oak Circus Centre. The trust also works to ensure public access is maintained to these churches, with some accessible daily, others viewable by appointment with the tenant and all are open during the annual Norfolk Heritage Open Days.

Knowledge of medieval architecture and historic building conservation is not required for this role. However, applicants should demonstrate a genuine enthusiasm for the Trust's charitable objectives.

The post is advertised on a permanent part-time (0.8 FTE) basis with a starting salary of £28k (pro-rata).

JOB DESCRIPTION: Main duties comprise but are not limited to the following:

Coordinating the day-to-day operations of the Trust:

- Office administration tasks: maintaining an accurate filing system and keeping clear records, ordering office and kitchen supplies.
- Maintaining efficient communication with the Board of Trustees, present tenants and contractors.
- Minute taking at the meetings of the board of trustees and other sub-committees and following up on agreed actions.
- Support trustees in their duty to maintain effective governance: under guidance from trustees assist in filing reports to the Charity Commission; assist trustees with the revision of policies/documents.
- Coordinating recruitment for vacancies in the office team, Board of trustees, and any internship opportunities.
- Organising advertisements to market vacant churches.

External Relationships and Marketing:

- Co-ordinating the Supporters programme: ensuring supporters receive promised benefits.
- Taking the lead on developing a volunteer programme in discussion with the HOCH.
- Leading the Trust's participation in Heritage Open Days and supporting the HOCH with communications and preparation of marketing material to raise the profile of the NHCT with local agencies, funding bodies and the wider heritage sector.
- Promoting the Trust through its website and social media channels.
- Supporting the HOCH in the preparation of applications for funding from a range of sources including local trusts and Historic England.

Historic Church Property Management & Care

- Taking the lead on the preparation of leases and legal documents: liaising with relevant stakeholders including tenants, solicitors, and Norwich City Council.
- Coordinating administrative aspects of property maintenance.
- Oversee and co-ordinate railings and room hire bookings: fielding enquiries from potential customers and processing bookings.
- Coordinating regular collections of garden waste from churchyards, liaising with the City Council and Heavenly Gardens gardening volunteers.

Other Responsibilities

- To act as a fire marshal for the office building (NHCT will provide the necessary training).
- To carry out any other reasonable duties as requested.

Person Specification:

Criteria	Essential	Desirable
The ability to work successfully and collaboratively with a wide range of stakeholders according to set priorities and objectives.	X	
Experience of office administration with a proven ability to support projects and coordinate multiple strands of work simultaneously.	X	
The ability to manage and co-ordinate a range of organisational and developmental activities within a small team.	X	
Self-motivated with the capacity to operate independently with minimal supervision.	X	
A positive and flexible approach with a willingness to get involved in a range of tasks depending on the needs of the organisation.	X	
Proven administrative and organisational skills including the ability to keep accurate records, take meeting minutes and follow-up on agreed actions.	X	
Excellent written and verbal communication skills.	X	
A commitment to understanding and upholding the principles of health and safety.	X	
A keenness to undertake training and professional development.	X	
Experience of the promotion of activities and events through websites and social media.	X	
A demonstrable interest in the Trust's charitable objectives.	X	
Experience of working in heritage, arts, charity, local government or other not-for-profit organisation and an understanding of and working with volunteers and trustees.		X
Experience of administering tenancy agreements and building projects		X

How to apply:

Please submit a CV (no more than 2 sides of A4) and supporting statement/cover letter (no more than 2 sides of A4) in which you demonstrate how your skills and experience match the criteria we have listed in the person specification. Please include 2 referees, one of whom should be your current or most recent employer.

The deadline for applications is 9am on Monday 31st March. Please send your applications to oliver.coulson@norwich-churches.org with 'Operations Co-ordinator' in the subject line or by post to St Martin at Palace Church, 15 St Martin at Palace Plain, NR3 1RW.

Expected interview date in the week commencing Monday 7th April.

For an informal conversation about the post please contact our Head of Operations, Conservation and Heritage: Oliver Coulson at oliver.coulson@norwich-churches.org to arrange a telephone call.

Working hours: 30 hours per week to be worked over 4 or 5 days.

Annual leave: 28 days excluding bank holidays (FTE), pro-rata.

The role is based at: St Martin at Palace, 15 St Martin at Palace Plain, Norwich, NR3 1RW with some flexibility permitted for home working.

