



BE THE TRAILBLAZER
ACTIVATE CHANGE
STRENGTHEN LIVES
BUILD COMMUNITIES
EMBRACE THE CHALLENGES
BE THE HELPING HAND
FAITH TAKING ACTION
PURPOSEFUL ACTION
REAL PEOPLE
REAL FAITH
RISK TAKERS

SERVICES ASSISTANT

Application Pack

FROM THE INTERIM CEO



I am delighted that you are interested in the role of Services Assistant with Church Army, I really hope that as you read through this job pack you get a clearer sense of who we are as Church Army and how this role fits into our desire to see communities across these islands transformed.

This is an exciting time to be part of Church Army as we continue to grow our frontline work in addition to implementing the new strands of our DARE strategy in the next three years to further our impact and reach our vision.

We are passionate about seeing communities transformed which is why Church Army is proud to work in some of the toughest communities across the UK and Ireland and make an impact that brings about real-life change. Our Centres of Mission, which are created in partnership with Diocese, are where we deploy evangelists into communities to share faith and empower and equip the local church in mission

and evangelism. We are working hard in our aim to increase to 50 Centres of Mission by 2027. In Marylebone London, we run the biggest women's only hostel which empowers women to end their homelessness and live their lives to the full. We also run the Amber Project in Cardiff which helps over 100 young people each year who battle self-harm; as well as a hostel for young people.

Our GRACEUP values are at the heart of all that we do. We are proud of our committed and passionate staff team who all contribute to our vision of seeing communities transformed. In joining Church Army, you will belong to a community of gifted people who are proud to do what they do, and we work hard to make sure our team know that they are valued for their contributions and know that they are making a difference to the lives of hundreds of people.

This role of Services Assistant is based at our homeless project in London, it is a key role in providing support to the wider Project and the hundreds of women who use our services each year. The Marylebone Project is at the heart of who Church Army is and is an inspiring project that does incredible work that transforms lives everyday.

I hope that as you read through this job pack, you will be inspired and encouraged to want to join amazing team and Organisation.

A handwritten signature in black ink, appearing to read 'A. Scott'. The signature is stylized with a large, sweeping initial 'A' that loops around the name.

THE MARYLEBONE PROJECT

The Marylebone Project is a Registered Social Landlord set up through a partnership between Church Army and the Portman House Trust.

We provide 112 long and short term beds to homeless women and offer essential facilities and support to women who visit our rough sleeper's drop-in at the Marylebone Centre. The Marylebone Centre also delivers education, employment and training opportunities and meaningful activities in order to support service users into independent living.

Those we support are often affected by substance misuse, unemployment, domestic violence and mental health issues. Whatever their story, we aim for the same ending; self-esteem, employment and independent living. We do this by providing shelter, emotional support, education opportunities, spiritual space, and events in a welcoming and secure environment.

Our ethos is that each woman is a very special person and through the themes of:

Spirituality - that God loves each person regardless

Hospitality - that all are welcomed

Empowerment - equipping women to make informed choices

Resettlement - encouraging and supporting women towards independent living



The Marylebone Project is led by our Homeless Projects Manager, Sue Way, who also oversees our youth hostel in Cardiff. We currently employ around 40 staff at the Project in a range of roles. Our Project is reliant on the generous giving of our supporters and is a commissioned service through Westminster Council. We operate across two sites: Bradbury House and Elgood House. The support service we offer is 24-7 with our drop-in being just in the day.

"I am so pleased to be the first-ever Patron of the Marylebone Project. This amazing place serves hundreds of homeless women every week and helps them make a fresh start. I love how the project empowers women to make the changes to transform their own lives. I see this myself when I visit, and I am always inspired by the stories of the women I meet."

Ellie Goulding, Patron



THE ROLE OF SERVICES ASSISTANT

This exciting but highly responsible role is key to ensuring that the Project runs smoothly and efficiently to provide a safe, secure and welcoming environment for the ladies we serve.

The administration of the whole Project is paramount to the work we do and as such it will be your role to ensure that all staff have the right administrative resources to perform their roles.

As member of the administration team you will oversee the day to day backroom functions and also work alongside the Finance Administrator and Receptionist to ensure that the day to day financial operations are fulfilled and that all visitors to the Project are welcomed.

You will be responsible for maintaining all keys and fobs systems, all office and administration equipment and resources, assist with all recruitment, participate in local payroll duties, participate in procurement of resources and stationery management, liaise with donors and maintain all records and data.

Being based in the admin office you will have direct contact with service users regarding the issuing of keys and fobs, responding to service users' feedback and supporting them in their personal share payments during periods of the Finance Administrator's absence. As such you will have a passion and desire to assist service users in fulfilling this element of their responsibilities for managing their personal finances and growth towards independence.

You will be the first point of contact for all staff for general Project administrative services and will liaise with Project management relating to all feedback received from service users.

In order to keep our social media and website updated you will need to liaise with the wider project to ensure that all information promoted is accurate and up to date.

Whilst you will be office and Project based you will also have the scope to liaise with external contacts of the Project's fundraiser in relation to donations received and services engineers in relation to maintenance and repair of administration equipment.

The administration team is part of the wider services team of the Project and incorporates administration and finance and housekeeping and maintenance. All these functions are managed by the Office Manager with the Office Manager providing immediate direct line management and supervision to administration roles. Team work is key to all we do, and therefore you should be someone who is a strong team player, able to engage well with others and build a positive working environment for each other. The nature of the work is hugely rewarding but can also be challenging, which is why we look for people who are resilient, like a challenge and passionate about seeing the lives of homeless women transformed.

JOB DESCRIPTION

Job Title:	Services Assistant
Location:	Marylebone Project, Westminster London
Responsible To:	Office Manager
Relating To:	Administration
Purpose:	To assist the Office Manager and Administration Team in the provision of an effective and efficient administration service across the Project.
Objectives:	<ol style="list-style-type: none">1. Alongside the Finance Administrator, to participate in the issuing of service users' keys and fobs and ensure that accurate records are kept2. To assist the Project Management with basic HR and Payroll administration3. To be the first point of contact for any general Project administrative services4. To ensure data is managed and handled appropriately5. To support the Office Manager with the Marylebone Project Feedback Process

KEY TASKS:

- 1 Alongside the Finance Administrator, to participate in the issuing of service users' keys and fobs and ensure that accurate records are kept**
 - 1.1 To update and maintain data on the key and lock record sheets and to order replacement keys and locks as and when required.
 - 1.2 To take and to return monies for key and fob deposits on resident's arrival to and departure from the Project.
 - 1.3 To be the first point of contact for administration relating to the Projects key and fob system.

2 To assist the Project Management with basic HR and Payroll administration.

- 2.1 To assist the Project Management with administration tasks relating to the recruitment process: posting adverts; responding to enquiries; collating completed application forms and compiling packs for the short listing panel; creating the interview schedule; notifying candidates and sending out letters to the successful and unsuccessful candidates.
- 2.2 To collate data and input information for the weekly timesheets needed for payroll.
- 2.3 To create staff ID badges as and when required.
- 2.4 To issue appropriate keys and fobs to new members of staff as part of their induction into the Project, including person attack alarms and resuscitation shields.

3 To be the first point of contact for any general Project administrative services

- 3.1 Alongside the Finance Administrator and management team, to be responsible for all procurement for the Project and production of the Project's monthly credit card expenses relating to all procurement.
- 3.2 To type reports, minutes and correspondence as and when required, some of which will be of a confidential nature.
- 3.3 To provide daily reception cover as and when required and assist in maintaining the work of the Receptionist and Finance Administrator during periods of absence.
- 3.4 To be responsible for ordering stationery to ensure that sufficient stocks of stationery supplies are maintained.
- 3.5 To keep accurate records of keys required for the various roles within the Project and maintain relevant stocks of keys.
- 3.6 To provide administration support for the Project newsletter, mail out and seasonal events.

- 3.7 As directed, to arrange a variety of meetings and conferences, both internal and external, arranging refreshments where necessary.
- 3.8 To maintain appropriate filing systems as directed by line manager.
- 3.9 In conjunction with the wider Project staff, ensure that all literature displayed on the Project notice boards is up to date, with particular overall responsibility for maintaining the staff organogram/Project chart.
- 3.10 In conjunction with the Operational Manager, Office Manager and Receptionist, update the social media platforms and Project website.
- 3.11 To manage the use of all Project administrative equipment, ensuring that it is in good working order, records are maintained relating to the use and return of all equipment, and be responsible for reporting equipment for repair/maintenance as necessary.
- 3.12 To manage the use of the Print Room, ensuring that all resources are stored tidily, rubbish is removed by the Housekeeping team, cartridges recycled, and all resources are available for use by the wider staff team.

4 To ensure data is managed and handled appropriately

- 4.1 To set up and maintain paper and electronic filing systems.
- 4.2 Understand data laws and codes of practice as it applies to handling data.
- 4.3 To create and maintain paper and electronic records relating to donations and associated thank you letters.
- 4.4 To create and maintain an archiving system for the Marylebone Project.

5 To support the Office Manager with the Marylebone Project Feedback Process

- 5.1 To collect feedback by emptying all feedback boxes weekly.
- 5.2 To record, and respond, to all feedback using established recording methods and maintain these records.
- 5.3 To acknowledge feedback and allocate it to a member of the management team as appropriate.

General:

- To undertake any such duties as are commensurate with the post at the direction of the Office Manager.
- To be active as a member of the administration team, demonstrating and encouraging participation in team meetings and in the overall objectives and life of the team.
- To attend an annual appraisal and regular one to one supervision with your line manager.
- To undertake any training as required for the role as identified in an appraisal or supervision.
- To adhere to Church Army's contractual and non-contractual policies at all times. These are outlined in the Staff Handbook and on Church Army's intranet document library.
- Act in the best interest of Church Army at all times

PERSON SPECIFICATION

The following sets out what we are looking for in the post holder. As you apply for the post and submit your application, please make sure you evidence with good clear examples how you meet the criteria below.

Essential	Desirable	Method of Assessment
EXPERIENCE, KNOWLEDGE AND QUALIFICATIONS		
Experience of creating and maintaining Excel records and spreadsheets	Experience of using finance systems	<ul style="list-style-type: none"> • Application Form • Interview & Selection Process Pre-employment checks (e.g. references)
Experience of working in a varied administration role	Experience of working in the homeless and charity sector	
Experience of accessing and maintaining on line systems	Experience of updating organisational social media platforms	
Experience of maintaining various administration equipment	Some knowledge and experience of Housing Benefit and related issues	
An understanding and commitment to equal opportunities and an ability to work in a non-judgemental way with people from a variety of ethnic backgrounds	Awareness of data protection law and the appropriate sharing of personal and sensitive information	
Knowledge of the challenges faced by homeless people and in particular homeless women		
SKILLS AND ABILITIES		
Excellent IT skills, including an ability to work with the full Microsoft Package		<ul style="list-style-type: none"> • Application Form • Interview & Selection Process Pre-employment checks (e.g. references)
Excellent interpersonal skills		

Well organised and methodical with strong administration skills		
Strong attention to detail		
Excellent verbal and written communication skills		
Able to work on your own initiative and as a part of a team		
Ability to multi-task and manage conflicting priorities		
Ability to work under pressure		
OTHER		
To work in conjunction with the values and ethos of the Marylebone Project		<ul style="list-style-type: none"> • Application Form • Interview & Selection Process
The successful candidate will need to be conversant with, and in sympathy with, the aims and objectives of Church Army		

OUTLINE TERMS AND CONDITIONS

Salary	£23,019 per annum
Location	Marylebone Project, London
Hours	8.30am - 5.00pm Monday to Friday Bank Holiday cover may be required
Pension	The employee will be enrolled into a pension scheme providing the post holder meets the criteria for eligibility.
Annual Leave	20 days per annum, rising by 1 day per year to a maximum of 25 days, plus 8 bank holidays
DBS	This post is not subject to an enhanced DBS check. However, all staff are expected to read and comply with Church Army's Safer Ministry Policy.
Probation Period	The post is offered subject to a successful six-month probationary period.
Contract Type	Permanent, full-time
Occupational Requirement	Physical requirement: The job involves occasional walking throughout the Project which is over seven floors with lift and stair access. Physical mobility and ability to carry smaller items are required as essential.

APPLICATION PROCESS

To apply, please submit an application form which is available to download from our website: www.maryleboneproject.co.uk

References will only be taken up once an offer of employment has been made, or unless we ask your permission to do so.

Applications should be sent to: recruitment@maryleboneproject.org.uk

Deadline: Midnight on Sunday, 31st May 2020.

Interview date: Week commencing 8th June 2020.

For more information about Church Army please visit: www.churcharmy.org

Offers of employment are made subject to:

- Evidence of your eligibility to work in the UK
- Successful completion of a probationary period
- Two satisfactory references



Church Army is proud to be a Living Wage Employer.