

Vacancy

Evangelical Alliance appointment of
**facilities administrator
and receptionist**



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Introduction from the CEO

The Evangelical Alliance is the largest and oldest body serving evangelical Christians in the UK. Since 1846, we've been uniting Christians and making their voices heard in the corridors of power. We've also been equipping churches for mission; inspiring them to drive the spiritual, social and physical transformation of their communities.

In John 17 – the final prayer of Jesus – Christ prays: “I in them and you in me—so that they may be brought to complete unity. Then the world will know that you sent me and have loved them even as you have loved me.” We believe that the unity Jesus prayed for is reflected in the church coming together, setting aside denominational differences, and working together for the gospel.

This is an exciting and challenging time to be a part of this organisation that I'm so privileged to lead. Our annual report, included in this document, gives you a flavour of the projects, programmes and campaigns that we've been involved in over the past year and just how we are making a difference. The global pandemic has changed everything, but we remain committed to our vision of together making Jesus known.

Thank you for taking the time to consider applying to the Evangelical Alliance. We're praying that God brings the right people to us.

Gavin Calver
CEO
Evangelical Alliance

About the Evangelical Alliance

The Evangelical Alliance joins together hundreds of organisations, thousands of churches and tens of thousands of individuals for the sake of the gospel. Working across the UK, with offices in London, Cardiff, Glasgow and Belfast, our members come together from across denominations, locations, age groups and ethnicities, all sharing a passion to know Jesus and make Him known. Today our dedication to serving the church, and society at large, is as strong as ever.

Like the evangelicals who have gone before us – those who abolished the slave trade, those who reformed our justice system, those who championed education for all – we are dedicated to blessing those around us as we worship God with all that we have and all that we are.

Today it is evangelicals who are at the heart of debt counselling, street pastors, night shelters and food-banks. Today it is active evangelical faith that is making a profound difference throughout our communities for the sake of the gospel. We speak up on behalf of those who are maligned and marginalised, affirming freedoms and proclaiming the good news of Jesus in words and in action.

We love Jesus and we want everyone in the UK to be given an opportunity to know Him. We love His church, and we will do all we can to unite evangelicals, building confidence in the gospel and speaking as a trusted voice into society to see it changed for Him.

eauk.org

Who we're looking for

The Evangelical Alliance is the largest and oldest body representing the UK's two million evangelical Christians. For over 175 years, we have been bringing Christians together and helping them to listen to, and be heard by, government, media and society.

We aim to serve, strengthen and unite the evangelical church, and our staff working from our resource centre in Kings Cross play a crucial role in enabling and supporting that work. We are currently looking for a facilities administrator and receptionist to join our team with primary responsibility, as the first point of contact for callers and visitors, to provide a welcoming and well-functioning office. You will be a people person, an enthusiastic team player with good attention to detail and a can-do approach. You will have excellent organisational, written and communication skills and be flexible to the needs of the organisation with the ability to multi-task and manage a busy workload.

You will have previous reception, facilities or customer service experience, love to troubleshoot and think of creative solutions and enjoy tackling maintenance issues and liaising with service providers as necessary. Providing high service standards will be a top priority for you.

If this role interests you, please be in touch.

About the role

Job title: Facilities administrator and receptionist

Responsible to: Director of finance and operations

Overall purpose

- To provide a warm, welcoming and efficient service for all who visit, telephone or use the meeting rooms facilities at 176 Copenhagen Street.
- To ensure the effective maintenance, general upkeep and security and operation of 176 Copenhagen Street, in liaison with the director of finance and operations.
- To provide administrative support, particularly to the membership team.

Main responsibilities

- As the first point of contact, manage and maintain an efficient and welcoming reception service providing a positive experience for telephone callers and personal visitors to Copenhagen Street, directing them as required.
- Responsible for all reception and meeting room equipment and furniture ensuring upkeep to high standards. Conduct daily office checks to ensure facilities services are in place and safe and secure.
- Responsible for room booking, including set up of IT and correct room layouts and invoicing of refreshments after events. Encouraging donations where appropriate.
- Answer and process incoming telephone calls, resolving queries and redirecting as required.
- Receive, sort and distribute incoming post and deliveries and despatch outgoing post and parcels via couriers including Evangelical Alliance publications and merchandise as required.
- Order and maintain stationery and other consumables, mindful of environmental issues including monitoring of budget as required.
- Monitor and review maintenance, security and cleaning contracts for the building under the direction of the director of finance and operations. Will liaise with the cleaner/cleaning company on a regular basis to ensure high standards of service are maintained.
- Ensure appropriate servicing and regular checks of the building and its infrastructure are undertaken, liaising with suppliers, providers and tradespeople as necessary. Provide regular meter readings to the finance team.
- Maintain an accurate log of IT equipment, including desk top computers, laptops, phone systems and printers in liaison with the executive assistant (finance and operations) and liaising with contractors as appropriate.
- Train other appropriate staff in reception duties and draw up rota cover for holidays.

- Responsible for the kitchen and catering, including food hygiene and health and safety of same. Monitor and order kitchen supplies as appropriate.
- Provide admin support as part of the wider administrative support team, including to the director of finance and operations and the membership team lead.
- Assist the membership team with enquiries, processing applications and membership renewals.
- Update member details on the CRM and assist with membership mailings.
- Act as fire officer, undertaking regular checks of systems and processes, and as first aider.
- Provide health and safety training for new staff.
- Any other tasks as directed by the director of finance and operations or the head of people.

There are some activities which apply to all members of staff and these are listed below:

- To further the aims and objectives of the Evangelical Alliance
- To undertake training/personal development through participation in the Evangelical Alliance's performance review programme
- To manage one's own learning and contribute to the learning of others
- To take part in other Evangelical Alliance activities arranged centrally or by other teams where appropriate

This post is subject to an Occupational Requirement that the post holder is a committed evangelical Christian under Part 1 of Schedule 9 to the Equality Act 2010.

May 2022

About you

Your experience, skills and abilities

The role of the facilities administrator and receptionist requires a committed Christian who can demonstrate the following that will be tested at Application (A), Interview (I) and Exercise (E):

E = Essential / **D** = Desirable

Your education/ training:

- Educated to at least level 3 (A level equivalent) or relevant experience – **E** (AI)

Your experience:

- Previous customer services/reception/facilities operations experience – **E** (AI)
- Office experience managing both external and internal relationships – **E** (AI)
- Experience in liaising with suppliers and contractors – **D** (AI)

Your skills/abilities:

- Good standard of literacy and numeracy with excellent interpersonal skills and ability to communicate at various levels – **E** (AIE)
- Excellent organisational and administrative skills, with the ability to use initiative, prioritise and multi-task – **E** (AIE)
- Confidence in the use of MS Office – **E** (AIE)
- Good attention to detail with the ability to work to deadlines and under pressure – **E** (AIE)
- Able to work effectively, both unsupervised and as part of a team – **E** (AI)
- Able to troubleshoot issues and positively influence outcomes – **E** (AI)
- Knowledge of health and safety procedures and risk assessments – **D** (AI)
- Ability to tackle small maintenance issues and think of creative solutions – **D** (AI)

Your personal qualities:

- Self-motivated and hardworking with a can-do attitude – **E** (AI)
- Relational, with the ability to interact confidently, courteously and effectively with a wide range of people – **E** (AI)
- Approachable, offering flexibility and willingness to be involved in a range of tasks – **E** (AI)
- Ability to remain calm under pressure – **E** (AI)
- Willingness to work occasionally outside of normal working hours – **E** (AI)

Also:

You will be actively engaged in an evangelical church. You will be comfortable sharing about Jesus and your relationship with Him and applying your faith to your areas of expertise. You will be expected on occasion to lead prayer times, to pray for the organisation's work with others, and to minister to other staff.

Having read the Evangelical Alliance's [Basis of Faith](#) you'll be able to confidently say that you're an evangelical.

You'll also be fully on board with the Evangelical Alliance's [Ethos Statement and Code of Conduct](#).

Evangelical Alliance annual report 2020–21 highlights

A word from our CEO

It's been a year like no other. Less than six months into my role leading the Evangelical Alliance, I couldn't have imagined that a pandemic would sweep across the UK, changing so much in every way. With church buildings closed and people in such great need, the church found itself needing to reimagine its witness.

It's been amazing to see how many of our members have adapted and seized this opportunity to make Jesus known, however challenging the landscape.

We have sought to support the church through our Changing Church reports and suite of resources, regular contact with members, UK day of prayer, first-ever leadership conference and much more.

In the last year, as the church strived to remain spiritually active in lockdown and share the gospel, we created innovative resources to facilitate mission and

showcased unparalleled stories of community impact from churches across the country.

The church has stepped up this year, serving communities in a staggering number of selfless acts of kindness, and we've made political representatives aware by highlighting this outstanding service.

We've spoken up as a brave and kind voice into the corridors of power. Our Being Human project has grown, inspiring all Christians to engage in our culture.

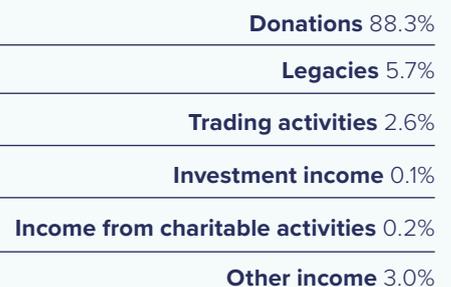
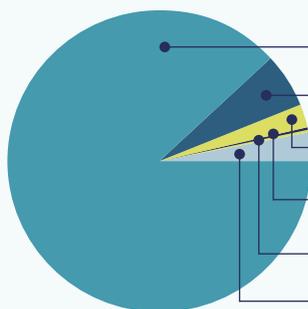
It's incredible to see what the Lord has done. Looking forward, we are keen to help with the social and spiritual rebuilding of the UK post-pandemic and to work alongside all our members in making Jesus known.

Thank you for your support and prayers,

Gavin Calver
CEO

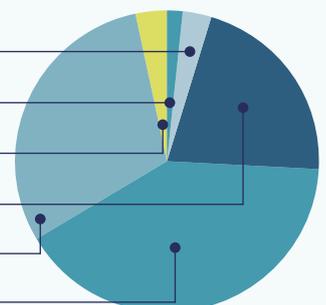
INCOME £2,673,547

up from £2,640,451 last year



EXPENDITURE £2,132,308

down from £2,615,919 last year

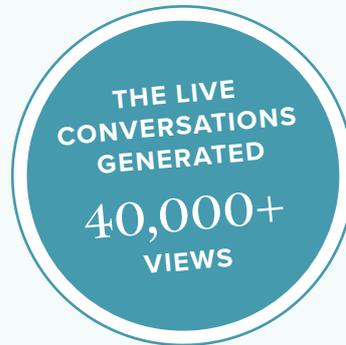


IN A YEAR OF BAD NEWS,

together we shared the gospel

Story bearer sessions

To equip and inspire Christians to share their faith with their friends online during the pandemic, we launched a weekly interactive Facebook Live event where evangelists and leaders shared wisdom, experience and advice.



Remember When

The Great Commission team saw the importance of peer evangelism during the pandemic. They developed a sermon series and small group resource that doesn't assume prior experience but encourages people to reflect on their journey of faith and use those stories to witness among friends and family.



Young adults

We're committed to helping the local church reach young adults. In the past, they were dubbed the 'missing generation' in our churches, but during the pandemic, large numbers of young adults prayed regularly or joined church services online. We produced *Is the 'missing generation' still missing?* a report with blogs and videos to help the church reflect on the changes and opportunities brought about by coronavirus in this ministry area.



This resource helps to change people's perspectives of evangelism from being something evangelists do to something they can do.

– Marcus Mak, Christ Church Felixstowe



IN A YEAR OF CONTENTION,

together we've raised our voices

Public policy

We engaged with policy development on marriage laws and hate crime, plus government consultations, parliamentary enquiries and policy development on a wide range of issues, including responding to consultations on gambling laws and at-home abortion.

"Thought-provoking. Very relevant and topical; love the way current issues in our society are linked to biblical truth."

– iTunes review

Being Human

Alongside the research phase of the wider three-year Being Human project, which seeks to help everyday Christians understand, articulate and participate in the biblical vision of what it means to be human, we also released season two of the Being Human podcast.



IN A YEAR OF CHALLENGES,

together we prayed

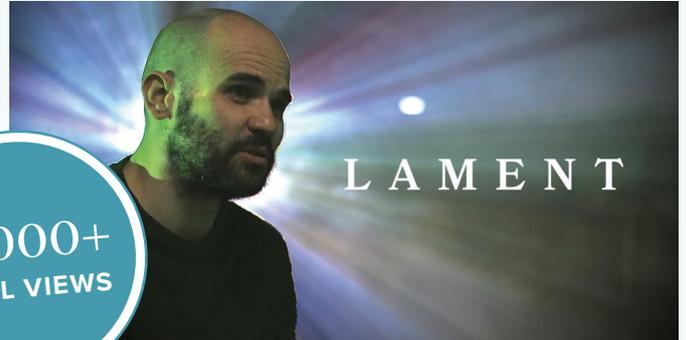
UK day of prayer

In response to our members' request, we called a UK-wide day of prayer in as the second wave of infections gripped the UK and beyond, working together with networks, denominations and churches to bring people together to pray.

Lament

A spoken word video: a cry of grief for that which had been lost during the pandemic, which also expresses the hope found in the Christian faith, made freely available for churches to use.

18,000+
TOTAL VIEWS



IN A YEAR OF ADVERSITY,

together we've been a blessing

Stories of Hope Scotland

We launched a report revealing that the church in Scotland delivered more than 200,000 acts of support to more than 55,000 people. There were stories of local community partnerships and powerful testimonies. This report was picked up by the media, presented to the Government and ended in a debate and commendation in the Scottish Parliament, highlighting the amazing impact of the church.

“

I was very pleased to hold a members' debate on the @EAScotland report, Stories of Hope, which shows the huge impact churches have had in delivering support and responding to the needs of their communities during lockdown.

– MSP Jeremy Balfour on Twitter

”

Changing church: report and resource suite

As circumstances changed rapidly, the UK church needed support and representation. We undertook research to inform a suite of resources to meet the church's needs. We represented evangelical churches to government and pressed for sensible measures that permit church activity in a safe and responsible manner and avoid unnecessary restrictions.

Evangelical Alliance Leadership Conference (EALC)

We hosted our first-ever leadership conference: an evening full of interviews, worship, prayer and talks, with contributions from evangelical Christian leaders from across the UK and beyond.

“Well done @EAUknews #EALC.

A whole household edified and blessed this evening. Thank you.”

– Will Briggs, vicar at the Vine Sheffield, on Twitter

1,000+
DOWNLOADS
OF 10 TOP TIPS
FOR REOPENING
CHURCH
RESOURCE

5,000+
VIEWS

May the God of hope

fill you with

ALL JOY AND PEACE

as you trust in him,

so that you may

**OVERFLOW
WITH HOPE**

by the power of the Holy Spirit.

Romans 15:13

evangelical alliance
together making Jesus known



Terms & conditions and how to apply



Location:	Kings Cross, London, N1
Salary range:	£26,000–£28,000pa
Hours:	35 hours per week
Contract type:	Permanent
Closing date:	9:00am on Monday 6 June 2022
Interviews:	Likely to be week commencing 13 June 2022

We are interested in hearing from you if you are interested in what we have shared so far. For an informal conversation, please email hr@eauk.org and we will arrange for someone to speak to you.

Alternatively, you may apply by downloading the application form and email us at hr@eauk.org with your completed application and a covering letter.

All applicants must be committed to the basis of faith, vision and ethos of the Evangelical Alliance.

Please read our [privacy notice](#) for details of our use of your information.

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