

Operations Administrator

JOB DESCRIPTION

Job Title:	Operations Administrator
Team / Department:	Operations Team
Salary:	£24,000 - £26,000
Contract Type:	Permanent
Probationary Period:	6 months
Hours:	Full Time (37.25 hours)
Reports to:	Head of Operations and Retail

Background

St Paul's Centre is a well-established local charity based in the centre of Crewe. Since 1986 it has provided a range of services focused on meeting local practical need. It is a growing charity inspired by its Christian beliefs and driven by a passion to help and support people in their times of hardship.

The Operations Administrator is a crucial role supporting the Head of Operations and Retail in managing logistics, warehousing and health and safety, ensuring that maximum levels of efficiency, productivity and effectiveness are achieved throughout the charity. The Operations Administrator will act as a point of contact for internal and external stakeholders, facilitating communication between different departments, and disseminating information as needed.

Main Tasks

Logistical Planning

Coordinating and managing operational logistics including vehicles, staffing, warehousing and operational resources.

Record Keeping

Maintaining accurate and up-to-date physical and digital records; including logistics, health and safety, maintenance information and compliance documentation.

Data Management, Analysis and Reporting

Entering, validating and managing information in a way that ensures data integrity, whilst proactively interrogating and analysing data to create management reports and monitor KPI performance.

Process Improvement

Identifying areas for improvement in operational procedures and contributing to the development of more efficient and productive ways of working.

Administrative Support

Answering queries from internal and external customers via mail, email and telephone and managing third party relationships and key accounts.

PERSON SPECIFICATION

ESSENTIAL	DESIRABLE	SKILL SET
X		Strong Organisational Skills - The ability to handle various tasks simultaneously, managing schedules, tasks, and resources efficiently in line with current and forecasted needs.
X		Excellent Time Management Skills - The ability to prioritise tasks, manage multiple responsibilities, and meet deadlines.
X		An Effective Communicator - Able to liaise with all departments and functions to ensure coherent ways of working and ensuring that information is shared freely throughout the organisation.
X		Proven Analytical Thinker – The ability to assess, understand and analyse operational processes, identifying areas for improvement, and implement strategic enhancements to optimise efficiency are central to success in this role.
X		A Problem-Solving Aptitude - The role requires someone with a ‘can-do’ attitude who thrives on challenge and who can identify problems and generate effective and correct solutions.
X		Adaptability - The role requires someone who thrives in a dynamic and changing environment and can learn new tasks quickly.
X		Attention to detail – Must have a clinical approach to detail, accuracy and factuality.
X		Team player – Must be flexible and able to balance own workload whilst contributing to a wider team with varying levels of priority
X		A minimum of 2 years in a supervisory, team leader or management role
X		A minimum of GCSE English & Maths at grade 4 / C.
X		Proficiency in Microsoft Office Suite - Experience with Word, Excel, PowerPoint, and Outlook.
X		Sympathetic to and Supportive of the charity's Christian values even if not a practising Christian themselves
	X	Customer Service Experience
	X	Drivers Licence (minimum Standard Category B)

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The Values of St Paul's Centre

As a Christian organisation we will:

- Seek to share our faith in Jesus Christ.
- Employ best business practice at all times.
- Use our people, money, facilities and time to the best use of those who need our help.
- Be credible, dependable, caring and trustworthy.
- Strive to be environmentally friendly.

To those who work with us we will:

- Provide a safe, healthy and supportive environment in which to work.
- Be honest, open and clear in all of our communications.
- Treat each person with fairness, respect and care.
- Have an agreed personal development plan.
- Encourage each person to share and promote these values.

To those who need our help we will:

- Give the best quality help we can.
- Respond as fast as we can.
- Treat each person with respect.
- Provide an honest and friendly service.
- Act as advocates for them.

If you are interested in this role, please send your CV along with a completed application form detailing why you think you'd be a strong candidate to the following email address:

admin@stpaulscentre.org.uk

Head to our website (www.stpaulscentre.org.uk/jobs) to download the job description as well as a blank application form.

Application deadline is 12pm Friday 11 July 2025, and we hope to be interviewing shortlisted candidates at St Paul's Centre on Wednesday 16 July 2025.