



Hope Church Ipswich Job Description

Operations Assistant

This role plays a vital part in the day-to-day operations of The Hope Centre. The post-holder will support both the practical and administrative needs of the church—ensuring the building is prepared for events and services, performing regular facilities checks, and maintaining communication channels across the church community. The role is hands-on, varied, and integral to ensuring a welcoming and well-organised church environment.

Organisational Position

Reporting to the Operations Manager, working alongside the staff team and ministry team leaders.

Main Responsibilities

Facilities and Building Use

- Serve as a primary key holder, fire coordinator, and caretaker, with flexibility to support evening and weekend events (e.g., life groups, Alpha, church gatherings).
- Set up rooms in advance of activities, including arrangement of furniture and preparation of refreshments, and ensure areas are tidied and reset afterwards.
- Conduct routine building checks and report required maintenance or equipment servicing needs.
- Liaise with ministry leads to ensure supplies are monitored and restocked as necessary.
- Act as a welcoming point of contact for building users—answering questions, assisting with room/equipment use, and resolving issues.
- Replenish hospitality areas for weekly use and Sunday gatherings, maintaining adequate stock levels.

Social media and communications

- In coordination with those responsible for graphic design, manage and schedule all church communications to ensure consistent messaging across social media, newsletters, emails, and WhatsApp groups.
- Ensure the church website is regularly updated with relevant content and event information.

Church Administration

- Oversight of rota administration ensuring that ministries and rotas are up to date, published in a timely manner and highlighting any areas where there may be clashes.
- Providing administrative support to the church and assisting other ministry leaders as needed—for example, with DBS checks, training records, and maintaining up-to-date information in the database—while making effective use of its features (such as tags, workflows, forms, and planning) to ensure smooth and efficient processes.
- Taking part in the weekly planning meetings to ensure that Sunday running orders are produced and sent out to the relevant servers
- Assisting with the process for requesting life group proposals on a termly basis
- Sending communication to Lifegroup leaders before, during and after each term to ensure groups are running well and key information is communicated
- Overseeing life group attendance, highlighting any comments or concerns that are raised

Undertake any other duties and training that may be required from time to time

Personal qualities, experience and skills required

- There is a genuine occupation requirement for the post-holder to be a practicing Christian under Part 1 of Schedule 9 to the Equality Act 2010.
- Able to take initiative, as well as working well within a team with a strong work ethic
- A team player who enjoys contributing to the team and pitching in where needed.
- Excellent organisational, time management and IT skills
- An effective communicator with knowledge of a wide range of communication channels
- Takes a 'hands on' approach – you'll need to throw yourself into a wide range of activities.
- Can demonstrate holding information confidentially
- Knowledge and experience of working within health and safety requirements