

Facilities & Operations Administrator

Job Description

About the role

We are seeking an organised and proactive Facilities & Operations Administrator to play a central role in the day-to-day operation of our busy parish. Working closely with the Parish Administrator, Churchwardens, clergy, volunteers, hirers and contractors, you will help ensure that our buildings are safe, welcoming and well-managed, while providing high-quality administrative support that enables the worship, mission and community life of the parish to flourish.

This role would suit someone who is highly organised, service-oriented, and comfortable managing multiple priorities across administration, facilities, events, compliance, and stakeholder relationships. The Facilities & Operations Administrator will work collaboratively within the team, while also being able to operate independently, identifying issues, taking initiative and following tasks through to completion with minimal supervision.

Success in the Role

The successful candidate will:

- Demonstrate respect for the values, mission and worship life of the Church, with an understanding of the importance of supporting ministry and community activities.
- Ensure church buildings and parish facilities are safe, compliant and well maintained.
- Deliver a professional, efficient and welcoming experience for parishioners, visitors and hirers.
- Maintain accurate and reliable records, systems and administrative processes.
- Support the smooth delivery of worship services, pastoral activities and community events.
- Build positive working relationships with the Parish Administrator, Churchwardens, clergy, volunteers, contractors and users of the church's facilities.

Role responsibilities

Key responsibilities include:

- Manage the day-to-day operation of church buildings and facilities, coordinating maintenance, repairs, contractors, cleaning, and ensuring compliance with statutory requirements.
- Support health and safety management by maintaining compliance records, assisting with risk assessments, and coordinating required inspections and certifications.
- Oversee the letting of church premises, managing bookings, contracts, invoicing, hirer relationships, and promotion of facilities to maximise income opportunities.
- Act as the first point of contact for Parish Office enquiries, maintaining diaries, records, databases, and ensuring GDPR compliance.
- Provide comprehensive administrative support to the Churchwardens and clergy, as requested.
- Coordinate clergy and volunteer rotas, with timely communication to help ensure effective delivery of church activities.
- Provide administrative support for occasional offices, including funerals, memorial services, cremations and interments, liaising with families, clergy, funeral directors, the Trustees of the Additional Burial Ground and other service providers.
- Maintain accurate parish records and databases, including attendance statistics, contacts, registers, compliance documentation and financial records.
- Produce and coordinate parish communications, including notices, posters and information displays, ensuring consistency with parish policies.
- Build and maintain positive relationships with colleagues, clergy and volunteers; wider church contacts; hirers and potential hirers; and contractors and external service providers, to support the effective operation of the parish.

Role requirements

Essential

- Excellent organisational and time management skills, with the ability to manage multiple priorities and deadlines.

- Strong administrative skills and attention to detail.
- Proven written and verbal communication skills.
- Strong customer service and relationship-building skills.
- Confidence using Microsoft Office and cloud-based administrative systems.
- Ability to maintain confidentiality and exercise sound judgement.
- Ability to work independently while contributing effectively to a small team.

The following experience would be desirable, but not essential:

- Experience of facilities, premises or building management.
- Experience coordinating contractors or external suppliers.
- Experience administering lettings, bookings or venue hire arrangements.
- Experience working in a church, charity or community organisation.
- Familiarity with GDPR and records management requirements.

Hours of work

- 28 hours per week.
- The role can be worked with some flexibility, although an office presence is required in order to fulfil the role requirements. We are open to discussing different flexible working arrangements, however – so please ask us if this is important for you.
- Occasional attendance at Sunday services, funerals or other parish events (including evenings/weekends) may be required. Time off in lieu will be provided where appropriate.

About us

[The Parish Church of St John-at-Hampstead](#) (also known as 'Hampstead Parish Church') is an active and inclusive Church of England community in north-west London with regular Sunday and weekday services. Our church building and parish rooms are available for hire throughout the week and we regularly welcome clubs, societies, community support groups, and music and drama groups from the local Hampstead community and beyond.

We have a small and collaborative staff team, including the Facilities & Operations Administrator (this role), the Parish Administrator, the Director of Music and the Director of the Junior Choir. The position of Vicar is currently vacant, and during this period the Churchwardens, Angela Gardner and Nicholas Walser, are responsible for the church's day-to-day operations, including the staff team management, with the support of the Parochial Church Council ('PCC'). This role offers a unique opportunity to help support the parish during an important period of transition as we prepare to welcome a new Vicar. The successful candidate will play a key role in ensuring continuity of operations and supporting the life of the parish during this exciting chapter.

Our offer

- A FTE salary of £30k-£35k per annum, dependent on qualifications and experience
- A 10% pension contribution, in addition to the salary
- The pro rata equivalent of 25 days of annual leave, plus public holidays

The offer will be subject to successful completion of necessary safeguarding procedures.

Diversity, equity and inclusion

We welcome applications from people of all backgrounds and are committed to creating an inclusive and supportive working environment. We seek to ensure that all applicants are treated fairly and with respect throughout the recruitment process.

To apply

Please email Churchwardens@HampsteadParishChurch.org.uk with a covering letter and a copy of your CV by **25 October 2026**.

If you require any additional information or support before applying for this role, please email us and we shall be happy to help.