THE CHAPEL GYM

WHERE CHANGE HAPPENS

Operations and Business Officer Job Description
The Chapel Gym, Elizabeth Street, Corby, NN17 1TU.
Registered Charity no. 1185403

Job Title:	Operations and Business Officer
Hours:	25 hours per week
Internal Working Relationships:	Chapel Gym Manager, Chapel Gym Staff and Trustees
External Working Relationships:	Service users, Partner organisations and Contractors (when required), Parish Safeguarding Officer
Line Manager	Gym Manager
Work Base	The Chapel Gym
Pay	£17 - £18.50 per hour (dependent on experience)

1. Job Purpose

To provide administrative, operational and compliance support to The Chapel Gym, ensuring the smooth and effective day-to-day running of the organisation. The post holder will support the Gym Manager, staff, volunteers and Trustees by maintaining efficient systems, supporting compliance requirements and ensuring members receive a professional and welcoming service.

2. Main Responsibilities

Business Administration

- Provide administrative support to the Gym Manager and wider organisation.
- Maintain accurate records, databases, filing systems and operational documentation.
- Manage correspondence, enquiries, reports and general administration.

- Support staff meetings and organisational processes.
- Assist with grant monitoring, reporting and administrative requirements where required.

Membership & Customer Service

- Respond to member enquiries, bookings, cancellations and general correspondence.
- Maintain accurate membership records and systems.
- Support member onboarding and engagement activities.
- Provide reception and front-of-house support as required.
- Ensure a welcoming and professional experience for members and visitors.

HR & Volunteer Support

- Support recruitment, onboarding and induction processes.
- Maintain staff and volunteer records, contracts and associated documentation.
- Coordinate payroll administration, training records and staff records..
- Support volunteer recruitment, communication and administration.

Systems, Compliance & Governance

- Maintain and administer organisational systems including Club Manager, Zettle, GoCardless and Stripe.
- Support safeguarding administration, DBS monitoring and training records.
- Support GDPR compliance and data management processes.
- Maintain accurate organisational records and support audits, inspections and compliance activities.

Health & Safety & Facilities

- Maintain Health & Safety records, monitoring systems and compliance documentation.
- Support accident reporting, risk management and statutory checks.
- Maintain records relating to COSHH, food hygiene, cleaning schedules, first aid and fire safety.
- Monitor stock levels of cleaning, hygiene and operational supplies.
- Support procurement, supplier liaison and facilities administration.

Communications & Engagement

- Create and schedule social media content.
- Respond to social media messages and online enquiries as appropriate.
- Support the promotion of events, fundraising activities, ministry projects and community initiatives.
- Assist with member communications and organisational marketing activities.

Financial & Performance Support

- Support budgeting, expenditure monitoring and financial administration.
- Maintain accurate financial and operational records.
- Assist with the preparation of reports, KPI monitoring and performance information for management and Trustees.

3. All Staff Responsibilities

- Work in accordance with Chapel Gym policies, procedures and values.
- Maintain confidentiality and comply with GDPR requirements.
- Promote safeguarding and the welfare of all members and service users.
- Observe all Health & Safety requirements and contribute to a safe working environment.
- Demonstrate compassion, integrity and respect in all interactions.
- Support and promote the Christian ethos, mission and values of The Chapel Gym.

4. General

This job description outlines the main duties and responsibilities of the post and is not intended to be an exhaustive list. Duties may be amended from time to time following consultation with the post holder to meet the changing needs of the organisation.

Person Specification

Essential	Desirable
Personal Qualities	
Friendly, approachable and committed to providing excellent customer service	Experience of working within a charity, community or faith-based organisation
Highly organised, reliable and able to manage multiple priorities effectively	
Demonstrates integrity, professionalism and discretion when handling confidential information	
Proactive, adaptable and willing to take ownership of tasks and see them through to completion	
Comfortable working within a Christian environment and supportive of the mission, values and ethos of The Chapel Gym	
Skills & Experience	
Experience in administration, business support, office management or operations	Experience supporting HR, payroll, volunteer management or recruitment processes
Excellent organisational, communication and interpersonal skills	Experience of creating social media content and member communications
Strong attention to detail and ability to maintain accurate records and systems	Experience using membership, payment or CRM systems
Competent IT skills including Microsoft Office, email and database systems	Experience of using Club Manager, Zettle, GoCardless, Stripe or similar platforms
Ability to work independently while contributing effectively as part of a team	

Person Specification

Essential	Desirable
Ability to manage safeguarding administration, maintain accurate and confidential records, and support compliance with safeguarding procedures.	

Knowledge & Understanding

Understanding of confidentiality, professional boundaries and good information management	Knowledge of GDPR, safeguarding or Health & Safety requirements
Awareness of the importance of safeguarding and promoting welfare	Knowledge of charity governance and compliance requirements
Commitment to providing inclusive, welcoming and person-centred services	
Understanding of the gym and fitness environment and its role in promoting health and wellbeing.	
Understanding of the importance of partnership working and building positive relationships with external organisations.	
Commitment to promoting health, wellbeing and positive change in individuals and the wider community.	

Qualifications

Good standard of education, including English and Mathematics, or equivalent experience	Relevant qualification in business administration, customer service or office management