

Operations and Maintenance Assistant Job Description

Reporting Line Manager: Operations Director

Terms and Conditions Hours: 17.5 hours per week, weekday mornings, with occasional responsive requirements outside of weekday mornings to support other Parish operations.

Salary: £12,603.60 per annum (£25,207.20 F.T.E)

To Apply: Email dan@stmaryswalthamstow.org your CV along with a cover letter, describing how you meet the Person Specification, as well as the names and contact details of two referees (one personal, one professional) who can attest to your ability to thrive in this role.

Deadline to Apply: 12pm on Thursday 13th November 2025

Background

The Parish of Walthamstow is seeking a reliable and proactive Operations and Maintenance Assistant to support the day-to-day running of our facilities. This role is central to ensuring our buildings are safe, compliant, and well-maintained for worship, ministry, and community use. Acting as the 'eyes and ears' on site, the post-holder will provide real-time operational assurance by carrying out regular checks, maintaining compliance logs, assisting with minor repairs, anticipating issues, reporting problems and facilitating access for contractors.

The role contributes directly to the Parish vision by ensuring that our buildings remain accessible, welcoming and well-maintained.

The Parish has two church premises: **St Mary's and St Gabriel's** which both have a corresponding church hall (St Mary's Welcome Centre – which is located across the churchyard from St Mary's Church – and St Gabriel's Family Centre, which is attached to St Gabriel's Church). St Mary's – which is Walthamstow's ancient church and oldest building – underwent a £3.4 million regeneration project in 2022 and is a vibrant place of worship (a congregation of approximately 300) and community life, hosting a Monday-Saturday commercial cafe alongside offering event space. St Gabriel's, located off Wood Street, is home to a children's nursery, Sunday worshipping community and other community events.

The Operations and Maintenance Assistant will work alongside staff, volunteers, and contractors to maintain high standards across both churches and their church halls.

Responsibilities

In light of the dynamic nature of church and community life, this role requires some degree of flexibility and adaptability to meet the needs of buildings and Parish activities.

Buildings and Facilities Management

- Conduct daily morning checks across our Parish sites to ensure spaces are safe, secure, and ready for use (our Parish sites – St Mary's and St Gabriel's – are about a 10-minute walk from one another, or a three-minute cycle ride)
- Support the Operations Director in maintaining compliance logs, including logs related to health and safety, safeguarding, and statutory obligations

- Carry out low-level maintenance tasks and minor repairs (e.g., lightbulb replacement, basic furniture repairs, equipment checks)
- Provide access for contractors and support site needs or emergency repair callouts
- Report findings, issues, and escalations directly to the Operations Director

Events and Activities Support

- Support the safe set-up and smooth running of events and community activities by ensuring facilities are prepared and operational

Health, Safety and Compliance

- Assist in maintaining high standards of health and safety practice across Parish sites
- Monitor risks during day-to-day operations and escalate concerns promptly
- Contribute to safeguarding practices through vigilant site monitoring

Wider Team Roles

- Participate actively as a member of the Parish staff team
- Collaborate with volunteers, wardens, and other team members to support effective communication about facilities management
- Liaise with contractors, tradespeople, and partner organisations as required
- Undertake any other duties as assigned by the Operations Director

Person Specification

Essential:

- Practical and hands-on approach to facilities management
- Ability to carry out minor repairs and maintenance tasks confidently
- Good record-keeping and attention to detail in compliance monitoring
- Reliable and responsible, with the ability to work independently
- Strong communication skills, with the ability to escalate issues appropriately
- Commitment to safeguarding and to the safety and well-being of all building users

Desirable:

- Experience of working in a church, charity, or community facilities setting
- Familiarity with health and safety or compliance frameworks
- Basic IT skills for logging reports and monitoring compliance records

Safeguarding and Lone Working

The Parish of Walthamstow is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. We expect all staff and volunteers interacting with these groups to share this commitment. The position is subject to satisfactory DBS and

reference checks. This role will, at times, require lone working and therefore adherence to the Parish Lone Working Policy.