

Operations Assistant

Hours/week: 5 days per week (full-time).

This Position is: Freelance/contractor working from home. Applicants will live within a time zone that is conducive to working with a line-manager who is based in Romania.

Travel: This position may require very occasional travel.

For more information please contact: Lucy McDonald: lucy@generositypath.org

To apply: Please send your CV, a cover letter and a statement of faith to Lucy.

We love that our Generosity Path team come from all over the world and speak numerous languages. Please be aware that within our organization, the common language is English so applicants need to have excellent oral & written English skills.

Please note: There is a Genuine Occupational Requirement for the job holder to be a practising Christian, we're looking for someone with:

- A vibrant and active Christian faith: this is essential for the credibility and performance of this role
- A secure understanding of the Christian faith and ability to engage people in faith issues specifically regarding generosity

GENEROSITY PATH

Generosity Path exists to see hearts fully surrendered to Jesus through radical generosity. Over the next four years (by the end of 2027), we want to spark indigenous movements of generosity in every tribe and nation – a first step towards our greater vision to see a world healed through generosity.

Our primary tool to achieve this is the Journey of Generosity (JOG), a simple, interactive experience that creates a space for people to have conversations about faith, life and money. Over four sessions lasting a single day, organised as an overnight retreat, or delivered across four separate sessions, we explore real-life stories of generous givers from around the world, study what the bible has to say about giving, and walk through some through-provoking activities. To date, we have brought together thousands of givers in more than 100 countries across the globe.

Since we are fully and privately funded, we are able to create safe and inspiring environments for people to share without any concern that there will be an appeal for funds.

We believe God is already using Generosity Path to transform lives and are excited for the journey ahead.

Position summary:

The Operations Assistant supports the Operations and Product & Marketing (P&M) teams to achieve their goals and deliver Generosity Path's global presence & impact. The Operations Assistant performs a wide range of administrative tasks to ensure efficiency, excellence and collaboration across both departments and the wider organisation.

Reporting relationship:

The Operations Assistant will primarily be managed by the Operations Manager however they will also report to the P&M Project Manager.

RESPONSIBILITIES - WITHIN THE OPERATIONS DEPARTMENT

- Assist the Operations Manager to:
 - Maintain and support the GP team in using GP's core tools (HubSpot, Asana, Box and Zoom) and any new tools introduced by the Operations team;
 - Resolve HubSpot and Host Portal challenges/errors;
 - Prepare regularly scheduled reports from HubSpot
 - Monitor and assign clarifications/concerns that come into the Ticketing Process through support@generositypath.org
 - Monitor and assign emails from the info@ email address
 - Train and support LHCs (Local Host Coordinators) as they transition their roles into Regional Operations Coordinators and be their point-person for general Ops & HubSpot queries
 - Perform any other Operations tasks and responsibilities to deliver Operations Team goals.
- Coordinate and store all stories and testimonies identified after the quarterly or annual impact survey.
- Prepare and maintain a calendar of events for the organisation that captures key dates that the whole GP team needs to be aware of.
- Schedule & attend weekly, monthly & quarterly Zoom meetings as required.
- In Regions where GP does not have an LHC the Operations Assistant will:
 - Assist all potential Hosts and Partners with any Host Portal or JOG registration questions or concerns;
 - Ensure all email enquiries receive thoughtful responses within 24 business hours, taking initiative so that constituents never need to 'follow-up' with us to check on the status of their request;
 - Ensure all Host Survey data is collected and processed on HubSpot following an event.

RESPONSIBILITIES – WITHIN THE PRODUCT & MARKETING DEPARTMENT

- Communicate with GP's external Translation Partners:
 - Prepare briefs for translation projects;
 - Request and review quotes from translation partners;
 - Ensure partners have all necessary materials for timely project completion.
- Proofing & Quality Checking:
 - Review translated materials and liaise with regional teams to ensure accuracy;
 - Check formatting of materials to ensure it aligns with standards.
- Customer Support for Ad-hoc Translation Requests:
 - Handle spontaneous translation requests from customers;
 - Provide excellent customer support for translation-related inquiries.
- Material Organisation:
 - Store and file translated materials in an orderly manner;
 - Utilise online storage tools for efficient organisation.
- Translation Matrix Maintenance:
 - Ensure the Translation Matrix is kept up to date;
 - Ensure version coding consistency across all materials.
- Administrative Support for Level 6 Contextualization Project:
 - Facilitate communication and collaboration between P&M, Regional Directors, and other stakeholders;
 - Ensure Asana is kept up to date with relevant project information and task details;
 - Assist with organising and coordinating meetings related to the contextualization project.
- Liaison Between Research Firm and Translation Agency:
 - Coordinate the uploading of surveys between the external research firm and the translation agency.
 - Manage any updates and maintain latest versions of surveys.

EXPERIENCE

Essential

- Minimum of 3-5 years' experience in an Administrative Assistant role.
- Able to work well under a matrix reporting environment (i.e. reporting to two managers).
- Able to work well as part of a fast-paced cross-functional team, working closely with Product & Marketing and Operations teams for shared success.
- A good understanding and working knowledge of technology and digital systems such as HubSpot, Asana, Box, Google Sheet and other web-based platforms.
- Excellent customer service, administrative & relational skills.
- Superb attention to detail, passionate about admin and how when it's done well it helps departments thrive.
- Initiative and self-management to respond to requests timely.

Preferred

- Experience of administrative support to a startup in a fast-paced technology space.
- Bi-lingual in English and another language.
- Experience interacting with different cultures and ideally working cross-culturally.

Person specification

- Strong and active Christian faith.
- Generous: passionate about the generosity path mission.
- Resourcefulness: able to support two separate teams and bring synergy in how they can operate better together. Always curious to learn and look for solutions.
- Self-starter: proactive and able to work from own initiative in disciplined manner especially as this role will be mainly working from home.
- High capacity: enjoys working in fast-paced environment where change is inevitable.
- Emotionally intelligent: aware of who they are and how to adapt when part of a team.
- Hungry: to grow in their faith, career, and personal development
- Global perspective: excited by cultural and contextual difference