



Office Experience & Facilities Manager

Compassion UK Recruitment

Office Experience & Facilities Manager

Salary	£33,250.00 per annum (within grade C)
Hours of Work	35 hours per week across four days (Monday to Thursday), with a daily start time of 7:30
Reporting to	Finance Director
Responsible for	Office Experience Team
Location	Office-based at Compassion House, Fleet, Hampshire

About Compassion

Compassion is a Christian child development charity that sees beyond the devastating reality of poverty to the God-given potential in every child and family. In partnership with 8,900 local churches across 29 countries, they move with compassion to release children from poverty in Jesus' name. Our work is Christ-centred, child-focused, and church-driven. You can read more about these principles and our history [on our website](#).

About our team

The Office Experience Team creates an environment where people are welcomed, safe, and set up to do their best work. This is more than facilities; it's culture, hospitality, and stewardship. We want people to feel calm, included, and supported from the moment they arrive.

About the role

As our **Office Experience & Facilities Manager**, you champion the Office Experience strategy and oversee the day-to-day running of Compassion House. You lead people with care, manage suppliers wisely, uphold health & safety, and remove friction so teams and visitors experience a welcoming, organised, spiritually aligned environment.

Responsibilities

Office Experience & Culture

- Set a tone that is warm, professional, and hospitable for staff, volunteers, and visitors.
- Make the office easy to navigate: clear information, helpful signage, and simple processes.
- Gather feedback (especially from new starters and visitors) and act on it to improve the experience.

- Facilitate in office events such as all-staff get togethers.

Health, Safety & Security

- Works in partnership with Compassion's designated Health & Safety Officer to support the implementation of our health and safety plans across the organisation
- Responsible for full compliance with health & safety legislation and best practice in the office.
- Lead audits, inspections, risk assessments, and essential training (e.g., display screen equipment, manual handling, fire, first aid), including for hybrid/remote workers.
- Coordinate security (alarms, access, drills) and act calmly and decisively in incidents.

Leadership & People Development

- Lead one staff member and the volunteer team with clarity, encouragement, and care.
- Recruit, train, schedule, and coach; help people grow in confidence and capability.
- Model constructive feedback and create psychological safety.

Post Room & Correspondence Flow

- Oversee efficient, accurate handling of incoming/outgoing mail and deliveries.
- Ensure child sponsorship correspondence and profiles are processed and redistributed on time.

Building Management & Supplier Partnerships

- Keep building systems safe and reliable; plan preventative maintenance and servicing.
- Manage suppliers (cleaning, catering, maintenance, etc.), reviewing value and quality regularly.
- Steward budgets prudently and document decisions transparently.
- Ensure Compassion UK vehicles are serviced, taxed, insured, and compliant.

Actively maintain and promote Compassion UK's Christian ethos and values.

- Take personal responsibility to participate positively in the spiritual life of the organisation;
- Pursue your Christian faith and personal relationship with God through ongoing collective and individual spiritual development, prayer, and worship;
- Work in accordance with Compassion UK's Statement of Faith, Core Values, Ethos Statement, and other policies, including our commitment to Child Protection.

About you

The ideal candidate will bring the following skills, competencies and experience to thrive in this role:

Behaviours and values:

- **Hospitality:** you are a natural host who helps others feel welcome and supported.
- **Composure:** you remain calm under pressure, focus on solutions, and are dependable.
- **Collaborative:** you build trust quickly and lead with care and clarity.

- **Growth mindset:** you are open to feedback, eager to learn, and ready to try better ways of working.
- **Values and stewardship:** you are values driven with strong stewardship instincts.

Ideal core skills & experience (developable):

- **Operations coordination:** experience coordinating office or facilities operations and keeping many moving parts on track.
- **Health and safety:** confidence with health and safety responsibilities; training provided where needed.
- **Supplier and contract management:** experience managing suppliers and contracts, with practical budgeting and stewardship.
- **People leadership:** recruiting, scheduling, coaching, and supporting staff and volunteers.
- **Organisation and project delivery:** able to plan, prioritise, communicate, and follow through.
- **Communication:** clear and personable, able to adapt your style to different audiences.

Compassion UK's cultural attributes

- **Personally committed to the Christian faith.** There's an occupational requirement for the holder of this role to be a practising Christian, to promote Compassion's ethos and to help others experience, explore, and express the faith-based motivation of our work. (You can read more about this in our [Policy on Posts to be Held by Christians](#).)
- **Deeply connected to Compassion's ministry to children.** It is important that you share Compassion's heart to reach out in Jesus' name to children suffering the injustice of poverty and are eager to support in achieving our mission. We would expect you to be dedicated to working in a manner that prioritises child protection, especially by promptly raising any concerns related to child safety.
- **Aligned to Compassion UK's cultural attributes.** We strive to live and work in a passionate, innovative, collaborative, effective, grace-filled, and joyful way. We expect you to be able to work in accordance with Compassion's culture and values and hold yourself accountable for growing in them. Therefore, one interview area will explore your active personal commitment to the Christian Faith.

This is not an exhaustive list but a guide to the main areas of responsibility. Any substantial changes to this job profile will be discussed fully with the post holder.