Executive Assistant & Shop Lead

Hope Together | East London office, with some home working
Hours: 10 per week, flexible (usually four 2.5-hour days)
Salary: £7,696.00 (£28,860 FTE, pro rata)
Reports to: Director of Publishing and Operations
Closing date: 4 November 2026

Who we are

Hope Together exists to help everyone, everywhere know Jesus. We create resources, research and courses that help local churches and Christians share the message of Jesus through words and loving action. We're a small team working with churches right across the UK.

The role

Do you enjoy chatting with and helping customers, and take pride in a well-kept diary, a tidy inbox and a shop where every order goes out right the first time? This role combines running our online shop with supporting and working alongside our leadership team to keep the office organised and running smoothly.

It's an admin-rich role, and we see that as a strength. We're looking for someone who enjoys keeping regular tasks up to date, takes pride in accuracy, and knows good admin is what keeps everything else moving.

What you'll do

Run our shop

- Be the first point of contact for customers by phone and email, handling enquiries, orders and complaints promptly and warmly
- Process orders, manage stock and trade orders, and keep product listings accurate and up to date
- Produce regular shop reports and look for ways to improve the customer experience

Support our leadership

- Manage the Executive Director's diary, meetings and travel
- Coordinate board, partner and funder meetings, including papers, minutes and follow-up actions
- Maintain correspondence with funders and partners
- Work with the Director of Publishing and Operations to keep our admin and processes organised

Keep the office running

- Order supplies, track credit card expenses and complete monthly expense reports

- Keep digital and physical records well organised
- Organise weekly team prayer, the monthly team meeting and the monthly prayer email
- Support general project admin as needed

About you

Essential

- Christian faith
- Commitment to Hope Together's vision and faith-based values
- Excellent organisation: you keep recurring tasks on track without reminders
- Accuracy and attention to detail
- Confident, warm communication over the phone and in writing
- A calm, professional manner
- Confidence with Microsoft 365, Zoom and Google Docs/Forms
- Experience in admin, PA or customer service work

Desirable

- Understanding of local church life, mission and evangelism
- Experience running an online shop or website (WordPress, Squarespace, Shopify, etc.)
- Familiarity with Adobe, PowerPoint and social media

What we offer

Flexible hours, some home working, and a small, supportive team that prays together weekly, doing meaningful work that helps churches share the hope of Jesus.

How to apply

Email your CV and a one-page cover letter to **alex.richards@hopetogether.org.uk**. In your letter, tell us:

- why this role appeals to you at this point in your career
- which parts of the day-to-day work you'd enjoy most
- one example of a system or process you set up and kept running, and the difference it made

If most of your experience is in a different field, please tell us how you think it would carry over to this role.

Closing date: 4 November 2026