



# Supporter Administrator and Office Manager

## Job description

<b>Job title:</b>	Supporter Administrator and Office Manager
<b>Responsible to:</b>	Church Action on Poverty Programme Manager
<b>Contract:</b>	Permanent position Church Action on Poverty Band C - 28 hours (see below)

Are you passionate about working with us to tackle the causes of poverty by managing the administrative functions of this small national charity?

You will have the knowledge, skills & experience of managing a small office environment, to help the continuous development of efficient and effective systems and processes to help the charity thrive.

### About the role

We are looking to recruit someone who can deliver all aspects of office management duties in a way that is collaborative and open, building good relationships with staff, volunteers and Church Action on Poverty supporters. The post-holder is responsible for all aspects of office management including office data and system management and general upkeep of the office environment. The role also incorporates Church Action on Poverty supporter administration including work by telephone, through mailings, online and in person with Church Action on Poverty supporters and members. We have recently started to use Salesforce as our supporter database, and the post-holder will ensure this is kept up to date and responds to the developing needs of the charity. The role also coordinates Church Action on Poverty governance meetings and a number of national events held across the year.

### Key responsibilities

#### Office management

- Overall responsibility for managing the office including:
  - Be the main contact person for the landlord and liaise with him as necessary
  - Take a lead on office layout and maintain a clutter-free office environment
  - Ensure there is the right level and type of office equipment, furniture, including replacing minor items, and purchasing more major items in consultation with other staff
- To manage the office cleaning contract and ensure the office is tidy and presentable for charity meetings and hosting external visitors

- Ensure staff are supported in organising and holding partnership meetings and events both in the office and outside, including organising refreshment and catering, when required.
- Establish and maintain day-to-day office systems, and support staff to use them to ensure a smooth running and effective office, including: system filing/shared areas; recycling; post and franking, maintenance of office equipment, and liaise with suppliers to resolve problems e.g. with franking machine and photocopier
- Liaise with our external IT support provider to solve problems, backup of email and server, and maintaining a log of IT equipment and tracking what needs replacing.
- Oversee the phone system, ensuring an efficient answering process is in place.
- Any other duties as may reasonably be requested to ensure the efficient running of Church Action on Poverty.

### **Supporter administration and database management**

- Ensure the accuracy of the Church Action on Poverty supporter and member records, using Salesforce.
- Oversee at least three mailings a year to all supporters and donors (presently around 4,500), including compiling mailing lists, reports and labels.
- Deal with supporter and membership enquiries and queries and send out publication orders.
- Input all donations into the system and ensure accurate records of donations are available. Send out thank you letters and certificates as required.
- Ensure that Church Action on Poverty takes full advantage of Gift Aid and make an annual Gift Aid claim.

### **General administration**

- Coordinate Council of Management meetings, including booking venue, compiling the agenda, sending papers out, taking, typing and distributing notes of the meeting.
- Provide a reception service including resolving or passing on all queries by answering the main door, answering the phone, and monitoring email enquiries.
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- Open, date and sort the mail.
- Support finance processes including recording cheques as they arrive, signing cheques when needed.
- Arrange and book train tickets and travel and hotels for the staff team, as and when required.
- Support events and meetings such as the annual conference through arranging venues, accommodation and catering.
- Order stationery.

### **Health and safety**

- Oversee office-related health and safety issues, resolve minor problems and report major ones to senior managers. Keep up to date through training where necessary.

- Maintain accident log, and flag up major incidents to senior managers. Be trained in first aid.
- Ensure: fire procedures are understood by all staff; regular fire alarm tests; an annual fire evacuation practice; fire extinguishers are fully operational. Be trained as fire marshal.
- Arrange for all electrical equipment to be PAT tested annually.
- Ensure staff DBS checks are in date and arrange appropriate training when needed.

## **Human resources**

- Maintain staff files so that they are up to date and have all core documentation (contract, etc).
- Provide admin support on HR, for example producing contracts, contract amendments, redundancy notices as instructed by line managers.
- Provide admin support to recruitment processes including sending out application packs, placing adverts, producing shortlisting forms, sending out rejection letters.
- Update the Staff Handbook as needed.

## **Other details**

- Hours:** 28 hours per week including limited 'unsocial' hours, occasional evening and weekend working for which Time Off in Lieu is provided.
- Salary:** Church Action on Poverty Salary Band C (£22,462-£27,905) dependent on previous pay and experience, paid monthly on the 14th day of each month.
- Pension:** Church Action on Poverty will make a contribution to a mutually agreed pension scheme of up to 10% of salary, on the basis that the employee contributes not less than 5%.
- Holidays:** 25 days' annual leave pro rata (30 after five years' service) plus statutory holidays.
- Location:** Church Action on Poverty office, Salford.
- Closing Date:** 17 July 2019
- Interview:** 23 July in Salford

# Person specification

Criteria	Assessed by
<b>Skills/knowledge</b>	
Knowledge and experience of managing a small office environment	A.I
Knowledge and understanding of Microsoft Office and how to use it as a management tool	A.I.R
Knowledge and skills in database management	A.I
Strong interpersonal and communication skills including verbal, written and presentational.	A.I.R
Flexible and able to adapt to a range of individuals, organisations and approaches.	I.R
<b>Experience</b>	
Strong and evidenced experience of a range of administrative duties	A.I.R
Experience of organising and managing meetings and events	A.I.R
Experience of database management and using a database to produce reports	I.R
Experience of working as part of a staff team and supporting staff to deliver their work	A.I.R
Experience of using Salesforce to manage customer records (desirable)	A.I.R
<b>Work-related circumstances</b>	
Understanding of and willingness to adhere to Church Action on Poverty's vision and values	I
Willingness to work flexibly, including limited evening, weekend, and UK travel	I

*A = Application; I = Interview; R = Reference*

# Church Action on Poverty: Application for employment

## *Confidential*

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Job applied for: **Supporter Administrator and Office Manager** Closing date: **17 July 2019**

### Personal details

Surname: \_\_\_\_\_ Other names: \_\_\_\_\_

Permanent residential address: \_\_\_\_\_

\_\_\_\_\_  
Postcode: \_\_\_\_\_

Daytime telephone: \_\_\_\_\_ Evening telephone: \_\_\_\_\_

Email address: \_\_\_\_\_

Where did you see this job advertised? \_\_\_\_\_

### Referees

Please give the names and addresses of two people who can provide references. Do not include relatives (unless your current or previous employer is a relative). **If you are at present employed, please give details of your present employer. If not currently employed, please give the details of your last employer.**

First referee	Second referee
<i>Delete as appropriate:</i>	<i>Delete as appropriate:</i>
Current employer / former employer / friend / other (specify): _____	Current employer / former employer / friend / other (specify): _____
Name: _____	Name: _____
Address : _____	Address : _____
_____	_____
_____	_____
_____	Email address: _____
Email address: _____	Telephone number: _____
Telephone number: _____	<input type="checkbox"/> Tick here if you do not wish us to approach this person without prior permission.
<input type="checkbox"/> Tick here if you do not wish us to approach this person without prior permission.	

## Equal Opportunities monitoring

*The information in this section will be treated in the strictest confidence, and used to produce overall statistics about recruitment and selection, and to take action to prevent discrimination.*

### Gender

*Please put a tick in one of these boxes.*

I am...

Female ☐

Male ☐

### Disability

*Please put a tick in one of these boxes.*

Do you consider yourself to be a disabled person?

Yes ☐

No ☐

*Please give further details if you wish:*

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### Age

*Please put a tick in one of these boxes.*

I am..

under 18 ☐

18-24 ☐

25-44 ☐

45-64 ☐

65 or over ☐

### Ethnic origin

*Please put a tick in one of these boxes.*

I would describe my ethnic origin as...

Bangladeshi ☐

Caribbean ☐

East African Asian ☐

African ☐

Indian ☐

Other Black (*please specify*) ☐

Pakistani ☐

Chinese ☐

White & Black Caribbean ☐

Vietnamese ☐

White & Black African ☐

Other Asian (*please specify*) ☐

White & Asian ☐

Other Mixed Origin (*please specify*) ☐

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Middle Eastern ☐

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Irish ☐

White British ☐

Other White (*please specify*) ☐

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## Work experience

*Please give details of past and present work. This can be paid work, voluntary work, work at home, time spent raising a family, etc. All time since leaving full-time*

Name and address of employer or organisation	Job title or role	Paid? (yes/no)	Main duties	From	To (month/ year)	Reason for leaving

*education should be accounted for. Start with the most recent. Use the space below and please do not attach a CV.*

## Qualifications

Academic and/or professional

Date	Qualification	Level	Where obtained

## Training

*Include any short courses you have taken.*

From	To	Details



## Personal statement

Your application pack includes a person specification. This is very important because it lists the essential requirements necessary for this job. **Please follow the steps below before completing this section.**

- 1) Study the person specification very carefully. It shows which of the requirements listed will be assessed from the application form. This means that the panel will be looking for evidence that you meet these particular requirements from the information you give in the space below.
- 2) Please show concrete evidence and real examples of how you meet each of these requirements.

**Remember if you do not show that you meet these requirements, it will not be possible to shortlist you for an interview.** Please continue on separate sheets if required.

## Disabled applicants

Where the successful applicant is a disabled person, every effort will be made to supply all necessary adaptations, employment aids or equipment to enable them to carry out the full duties of the job.

If, however, you feel that a certain aspect of the job may still prove unachievable by you, and this is due to the nature of your impairment, then the panel will give full consideration to the possibility of redesigning the job to remove that particular barrier. If you wish to bring such a matter to the panel's attention at this stage, please do so in the space below. If you have no such matter to raise, then simply leave this space blank.

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## Health and medical conditions

Do you suffer from any medical conditions that might affect your ability to carry out the job?

Yes ☐ No ☐

*If yes, please give details:*

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## Period of notice

How soon after an offer of employment would you be able to start the job?

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## Declaration

I confirm that to the best of my knowledge the information I have provided in this application (including home address and self-declaration) is correct and true. I realise that if it is found that I have deliberately given false or misleading information I am liable to be disqualified from further consideration or, if appointed, to be dismissed immediately and without notice.

Signed:

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Date:

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Please return to [info@church-poverty.org.uk](mailto:info@church-poverty.org.uk) or Church Action on Poverty, 28 Sandpiper Court, Water's Edge Business Park, Modwen Road, Salford M5 3EZ.