# Job Description

# Mission Support Administrator

JOB TITLE: Mission Support Administrator

PLACE OF WORK: Serving in Mission, Histon, Cambridge CB24 9PW (office-based location a requirement for the role)

HOURS OF WORK: 37.5 hours per week. Typical working hours of 8.45am – 5pm, with 45-minute lunch break but some flexibility allowed

HOLIDAY: 37 working days allowed annually. This includes all statutory Bank

Holidays, Christmas Eve, and the 3 days between Christmas and New Year

SALARY: TBD

PENSION: Serving in Mission will include the employee in the charity’s Defined Contribution Pension scheme and will contribute 8% of salary. The employee’s personal pension contributions into the scheme will be set at 3% in line with Auto-enrolment pension legislation.

CONTRACT: Fixed Term 1-year contract, with 3-month probation

REPORTING TO: Head of Relationship Development

# VISION AND ETHOS

Serving In Mission is a community of God’s people committed to Biblical truth and to *working hand-in-hand with evangelical churches, to send and receive gospel workers equipped to cross barriers to make disciples in communities where Christ is least known.*

We believe that God has called us to show Christ’s love and compassion and share Christ’s message in communities where Jesus is least known. The post holder is therefore required to:

* Have a personal knowledge of and trust in Jesus Christ as Lord
* Model Christian discipleship in public and private life
* Sign their full agreement with the SIM Commitment Statement
* Have a belief in the power of Christian prayer for God to provide and guide in the needs of the mission

## **POSITION DESCRIPTION**

As a Mission Support Administrator you would:

* Be part of communicating the purpose and vision of Serving In Mission
* Help us provide friendly and efficient support and services to supporters, workers and churches
* Carry out finance and database management activities efficiently and accurately
* Participate in organisation and team working life

**DUTIES & RESPONSIBILITIES**

* Ensuring enquiries are managed in a friendly, helpful, professional, and conscientious way via email, telephone calls and face to face
* Produce accurate correspondence to our stakeholders via email and letter
* Database management (adding contacts, correcting existing records, running reports, keeping communication records up to date)
* Provide set-up and welcome for visiting guests to the office liaison with the Operations Manager
* Research and create presentations as needed for other departments of SIM UK
* Carry out administrative duties such as filing, copying, binding, scanning etc.
* Opening and processing of postal items
* Print and post documents for donations processing and communications purposes
* Processing of financial donations and gift aid declarations
* Coordinate the submitting of weekly activity forms to UK Visa and Immigration office for those whose visas we are sponsoring *(subject to our Certificate of Sponsorship being granted)*
* Updating documents and templates
* Social media planning, scheduling and posting
* Assisting with other department tasks as required

## Person specification

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| **ATTRIBUTE** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications** | A minimum of Math and English language GSCEs or equivalent. |  |
| **Experience** | Experience organizing your own workload, meeting deadlines, and communicating clearly with others in writing and in person.  Experience following systems, policies, procedures. | Prior experience of using a CRM system |
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| **Knowledge** | Ability to learn SIM mission policy, processes, and procedures.  Good knowledge of Excel, Word, and Outlook. |  |
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| **Skills** | Very good verbal and written communication skills.  Very good telephone and interpersonal skills with ability to handle calls and enquiries from a variety of stakeholders  Proficiency in Microsoft Office Applications (Word, Outlook, Powerpoint, Excel)  Ability to manage a varied workload, prioritising well and meeting deadlines  Able to work in a small team environment, with some colleagues working remotely  Knowledge of social media platforms | Strong problem-solving skills |
| **Personal Attributes** | Excellent work ethic and willingness to learn  Positive, flexible, and helpful attitude  Self-motivated and proactive attitude to work  Able to maintain appropriate confidentiality  Attention to detail and commitment to accuracy  A team player, maintaining an attitude of helpfulness and consideration of other’s workloads and priorities | Continually looks for ways to improve systems and processes |
| **Other requirements** | Willingness to help the team on ad-hoc reasonable tasks related to the smooth functioning of the office. |  |