# Job Description

# Mission Support Administrator

JOB TITLE: Mission Support Administrator

PLACE OF WORK: Serving in Mission, Histon, Cambridge (office-based location a

requirement for the role)

HOURS OF WORK: 37.5 hours per week. Part-time also considered.

HOLIDAY: 37 working days allowed annually. This includes all statutory Bank Holidays, Christmas Eve, and the 3 days between Christmas and New Year

SALARY: £19,000 pa for full-time hours

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: Permanent, with 6 month probationary period

REPORTING TO: Senior Mission Support Administrator

**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 Jesus Christ as Lord
* participate in Christian prayer and devotional meetings
* sign their full agreement with the SIM Commitment Statement
* have a belief that our powerful God loves to answer the prayers of his people and provides for the needs of his mission as we seek first his kingdom in obedience to everything Jesus taught.

**RELATIONSHIP TO THE SIM VISION**

*“We work hand-in-hand with evangelical churches, to send and receive gospel workers equipped for cross-cultural mission, wherever people live and die without hearing God’s good news.”*

As an MSA 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**

* Social media planning, scheduling and posting
* Processing of financial donations and gift aid declarations
* 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
* 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
* Assisting with other department tasks as required

**PERSON SPECIFICATION**

### **Essential**

*Knowledge and 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 and to prioritise well
* Able to work in a small team environment, with some colleagues working remotely
* Excellent organisational skills with a thorough and methodical approach to your work
* Reliable and flexible to changing needs of service
* Knowledge of social media platforms
* Attention to detail and commitment to accuracy
* A team player, maintaining an attitude of helpfulness and consideration of other’s workloads and priorities

**Desirable**

* Prior experience of using a database system