

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE:	Temporary Administrative Assistant – Operation Christmas Child
DEPARTMENT:	Donor Services
REPORTING TO:	Donor Services Manager
JOB TYPE:	Temporary Fixed Term (August 2021 – end December 2021) Full time 35 hours per week Office based
DATE ISSUED:	July 2021

1 MAIN PURPOSE OF JOB

To provide a wide range of administrative functions during the Operation Christmas Child seasonal campaign to facilitate efficient processing and accurate recording of donations, and timely data entry for all the Operation Christmas Child data, as well as some wider support with Samaritan's Purse donations and data. You will also need to become quickly acquainted with the Operation Christmas Child processes to be able to handle and respond to supporter queries and questions.

Shoebbox gifts enable UK churches and individuals (together with schools, workplaces and other groups in their local communities) to engage in OCC's mission to demonstrate God's love in a tangible way to needy children around the world and together with the local church worldwide, to share the Good News of Jesus Christ.

2 POSITION IN ORGANISATION

- The role will be within Donor Services department
- Reports to Donor Services Manager
- The role is based at Head Office, Buckhurst Hill, Essex
- Collaborates closely with multiple departments across Samaritans Purse (SPI) and the Billy Graham Evangelistic Association (BGEA)

3 PRINCIPAL RESPONSIBILITIES

Data Processing

- Managing donations
- Importing data
- Maintaining supporter database

Enquiry Handling:

- Interacting with our supporters and answering their enquiries by phone, e-mail and post
- Outbound calling as necessary to encourage supporters, churches and organisations with their shoeboxes

Personal Development and Other

- Participates in devotions and prayer support for the ministry, including praying with our supporters over the phone
- Maintains a strong Christian witness to volunteers, colleagues, suppliers, charitable beneficiaries, and the public

As Job Descriptions are for guidance and evolve over time, Samaritan's Purse International will review, amend, and update the Job Description, from time to time in consultation with the post holder.

- Maintains a personal relationship with the Lord, involvement with a local church and a journey of personal discipleship
- Support the OCC and Donor Services staff team in prayer, encouragement and active support as we all play to strengths within the overall ministry

4 SAFEGUARDING

This role requires a Basic DBS check to be carried out.

5 OCCUPATIONAL REQUIREMENT

- In accordance with the Equality Act of 2010 and due to both the nature and context of the role there is an 'occupational requirement' for the post holder to be an evangelical Christian. The job holder should be committed to the purpose of SPI and be able to demonstrate enthusiasm for the Christian purposes of the organisation and be able to live out, hold to, support and contribute to its Christian ethos.

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PERSON SPECIFICATION

JOB TITLE: Administrative Assistant – Donor Services department

SKILLS	ESSENTIAL	DESIRABLE
Interpersonal	<ul style="list-style-type: none"> • Strong positive attitude • The ability to establish professional credibility and build good working relationships with others. • Able to negotiate and influence. • Professional, confident and friendly telephone manner • Ability to work flexibly • Strong team working skills whilst also able to work independently. • Ability to work under pressure 	
Communication, Literacy, Numeracy and IT	<ul style="list-style-type: none"> • Excellent organisational skills • Confident with Microsoft Office • Good English language and oral skills • Good written skills • Good administration/PC skills • Good listener 	<ul style="list-style-type: none"> • Experience of using databases
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working as a volunteer and with volunteers in charity, church or personal environments 	
QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to ONC, A level or Scottish Highers standard in a relevant discipline. • Minimum of Grade C in Maths & English GCSE, or equivalent. 	<ul style="list-style-type: none"> • Degree or equivalent • Database qualifications
ATTRIBUTES		
Commitment to purpose of SP	<ul style="list-style-type: none"> • Can demonstrate enthusiasm for the Christian purpose of the organisation. • Ability to support the organisation's Christian ethos. 	
Occupational requirement to be an evangelical Christian	<ul style="list-style-type: none"> • Demonstrates a personal Christian Faith • Seeks to commit matters to prayer 	
Work approach	<ul style="list-style-type: none"> • A positive and flexible approach to work. • Ability to use initiative and proactively identify what needs to be done before being asked. 	

	<ul style="list-style-type: none">• Ability to work alone but also in a team context• Maintains a strong Christian witness to colleagues, suppliers, donors and the general public.• Person must demonstrate ability to be flexible with changing roles and needs as the office grows and changes.	
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