



ROLE PROFILE

General Office Administrator

Full Time, Temporary FTC 6-months

ROLE OBJECTIVE

To provide administrative support for International Services (UK) office and associated colleagues.

POSITION DESCRIPTION

In this role, your accountabilities and responsibilities are...

1. Enter the details of incoming donations into the supporter database in an accurate and timely manner
 - This will include donations from the UK, as well as the rest of the world, given through a variety of methods, e.g., standing orders, direct bank transfers, credit card payments and cheques
2. Thank supporters for their gifts to IFES
 - Supporters should be thanked promptly and politely
3. Support the implantation and transition of various new programs:
 - New office database within Advancement Department.
 - Transition from SharePoint to Microsoft Teams
 - Implementation of CRM within Office Admin Department
4. Facilitate office prayer schedules and sending out Wednesday prayer boards
 - Participate in prayer times/training days etc.
5. Monitor various inboxes:
 - Data protection
 - IFES Connect Admin
 - General Enquiries
6. Be the main point of contact for IFES calls
7. Coordinate Fire Marshalls and First Aiders
8. Support Logistics co-ordinator with admin tasks as required
9. Provide reception cover when Facilities administrator is absent.
10. Opening post, franking, and couriering of main as required for office staff.

PERSON SPECIFICATION

Category	Essential	Desirable
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THE RESPONSIBILITIES, ACCOUNTABILITIES AND REPORTING STRUCTURE FOR THIS ROLE WILL BE REVIEWED PERIODICALLY AND UPDATED, IF REQUIRED

DATE LAST REVIEWED:

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1. Qualifications	GCSEs (or equivalent) 4-9 (or equivalent) A-C in Maths and English	A levels (or equivalent) A*-C
3. Experience	Cross-cultural experience	Previous experience in customer service role
4. Skills	Excellent verbal communicator Computer literate Familiar with Microsoft Office Problem-solving Good typing and telephone skills Good administrative skills	French or Spanish
5. Personal Attributes	A committed Christian, in agreement with IFES' stated aims and doctrinal basis. Adaptable Calm and professional Patient Excellent attention to detail Solutions-focussed Able to work under pressure Willing to travel overseas occasionally	
6. Motivation	Passion for helping others	

In this role, you will work with different people and teams, they are...

- Financial supporters of IFES
- IFES International services admin team
- IFES International services staff team
- Blue Boar House staff – Facilities and UCCF

ANYONE JOINING IFES SHOULD RESONATE WITH OUR VALUES

OXFORD OFFICE TEAM VALUES:

CULTIVATION - We encourage each other to grow both personally and professionally. We recognize, affirm, and develop our gifts and skills, so that each person is empowered to thrive.

INTENTION - We link our work activities into the vision and strategy of IFES and prioritize accordingly. We aim for excellence and professionalism in all that we do.

COLLABORATION - We work together in caring and inter-dependent relationships. Our actions, communications, and decision-making foster a unified office team made up of many parts, serving a global fellowship.

VOCATION - We seek to ensure that our actions are an authentic expression of who we are called to be and what we are called to do. We serve together, and serve others, with humility, integrity, and honesty.

SAFEGUARDING

IFES is committed to safeguarding the well-being of all service users, employees and volunteers who are involved in or affected by our work. All children and adults, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation, or identity, have the right to equal protection from all types of harm or abuse and the right to be treated with respect and dignity.

All employees and volunteers have a duty to prevent the abuse of children and adults and report any safeguarding concerns to the relevant person.