



## **CATHOLIC CHILDREN'S SOCIETY JOB DESCRIPTION & PERSON SPECIFICATION**

<b>POST:</b>	Community Engagement Administrator
<b>RESPONSIBLE TO:</b>	Head of Partnerships & Communications
<b>LOCATION:</b>	73 St Charles Square, London. W10 6EJ
<b>HOURS:</b>	Full-time (35 hours per week) or part-time (minimum 21 hours per week).
<b>SALARY:</b>	£26,000 p.a. (pro rata)
<b>BENEFITS:</b>	Generous annual leave allowance of 27 days p.a. plus bank holidays; 11% employer pension contribution; employee Health Plan and Assistance Programme.

### **ORGANISATIONAL INFORMATION**

Our mission is to bring hope and positive change to children and families. To achieve this we deliver a range of services. The Catholic Children's Society (CCS) is one of the largest providers of mental health services to schools in London and the Southeast. We also provide outstanding early years education and family support, including offering emergency assistance for families in crisis.

CCS works with children and families of all faiths and none; our sole aim is to help those in greatest need so they can overcome the challenges they face, achieve their potential and have better chances in life. Our work is underpinned by our core values of integrity, compassion, inclusion and partnership.

### **PURPOSE OF THE JOB**

We are seeking an enthusiastic, proactive and organised Community Engagement Administrator. The postholder will undertake a range of administrative functions to support our fundraising and develop positive relationships with our supporters.

Working as part of a small and collaborative team you will have the opportunity to gain experience in many other aspects of supporter engagement and fundraising. The team is also actively involved in service delivery and this role will be instrumental in helping to distribute gifts and food to hundreds of disadvantaged families at Christmas.

This is a rare opportunity to play an important role in supporting the growth and development of our work. Ultimately this will ensure many more disadvantaged children and families can access the support they need and have hope of a better future.

## **DUTIES AND RESPONSIBILITIES**

### ***Supporter Stewardship & Communications***

- Help CCS develop positive long-term relationships with individuals, schools, parishes and other organisations through writing thank you letters, emails etc.
- Update the CCS website and promote our work via social media channels.
- Work with colleagues to produce creative and interactive resources for children and young people in schools to promote our work.

### ***Events***

- Promote CCS events by calling and emailing schools.
- Help the team coordinate and manage our supporter engagement events.
- Help manage volunteers who support our work through special events and campaigns.

### ***Service Delivery***

- Support our annual Christmas Gift Appeal, helping to coordinate the distribution of gifts and food to local disadvantaged children and families.

### ***Data Management***

- Ensure accurate record keeping of all activity and relationships on our Salesforce CRM.
- Use our CRM to generate reports and analyse data (training will be provided).

### ***General Administration and Support***

- Support the sale of our Christmas cards, including liaising with suppliers, customers and our fulfilment company.
- Research charitable trusts and foundations and other prospective funding opportunities.
- Work with external suppliers such as advertising agencies, printing and fulfilment companies.
- Cover Reception duties during staff absences as required.
- Take minutes at Finance Committee and Board meetings.
- Book and prepare rooms for meetings and interviews.
- Support the work of the fundraising team and undertake any other duties that can be reasonably expected.

**Note:** Fundamental to fulfilling the responsibilities of this post is the ability to respond flexibly and positively to support our organisational goals and business needs. This job description is a guide to the level and range of responsibilities which the post holder will initially be expected to undertake. It is not exhaustive and will be subject to review/change to meet evolving circumstances and demands. It will not form part of the post-holder's contract of employment.

## PERSON SPECIFICATION

Outstanding organisational and administrative skills and the ability to multi-task and work to competing deadlines.	Essential
Excellent attention to detail.	Essential
Excellent interpersonal skills and the ability to develop strong working relationships with colleagues and supporters.	Essential
Excellent communication skills (both written and verbal).	Essential
Ability to work both independently and as part of a team.	Essential
Ability to use initiative and have a proactive approach.	Essential
Good IT skills and proficiency in using Microsoft Word, Outlook and Excel.	Essential
Experience of using Salesforce CRM, or the ability/willingness to learn (training can be provided).	Essential
Ability to take accurate minutes during meetings, concisely summarising discussions and capturing key action points.	Essential
Respect for our organisational values and the Catholic ethos that underpins the work of CCS (please note there is no requirement or expectation that the post-holder is Catholic).	Essential
Experience of working in an administrative role.	Desirable