

## Job Description: Community Outreach Administrator



ACN

**Duration:** Full-time, 37.5 hours per week

**Location:** ACN Scotland Office, Dalziel Building, Motherwell.

**Reporting to:** Head of Operations in Scotland

**Department:** Community Outreach

**Key working relationships:** Community Logistics Lead, Scottish Office Team, Fundraising & Marketing Team, Finance Team, Community Outreach Managers, Support Services.

### Purpose of the job

The Community Outreach Administrator provides vital administration and logistical support to ensure the smooth planning, co-ordination, and delivery of Community Outreach activities. This role is central to maintaining efficient operations of the Appealer programme; ensuring that all appeals, resources, logistics, and communications run seamlessly. The post holder will act as a point of contact for logistics, scheduling, and administrative processes that enable effective community engagement and mission delivery as well as support the broader functions of Community Outreach Team and the Scottish Office.

You will provide support to the Head of Operations in Scotland in achieving goals set by ACN in line with their mission and 10-year vision.

### Why work at Aid to the Church in Need?

ACN is a Catholic charity bringing spiritual and practical help to Christians – especially those who are persecuted for their beliefs. We carry out our mission of reconciliation and love through local Church partners: supporting priests, Sisters and catechists, building churches, providing transport, training seminarians, and providing religious literature and media - as well as supplying emergency aid for Christians struggling to survive or fleeing persecution. ACN also advocates on behalf of suffering Christians denied a voice. Through prayer, information and action we are keeping the faith alive in a troubled world.

Your role will be assisting and supporting the Community Outreach team with the planning and execution of all outreach activities which is key in growing the visibility and fundraising opportunity of Aid to the Church in Need in Scotland.

## **Key Responsibilities**

- Plan and coordinate logistical arrangements for community outreach and the appellant's programme ensuring interdepartmental communication & compliance
- Manage bookings, stock reconciliation, inventory of equipment, document preparation, literature and other materials located in Scotland for distribution
- Prepare and distribute all materials necessary to carry out appeals and Community Outreach activities in the UK in a timely and professional manner
- Maintain Monday.com for delivery of the appellant programme and CO reporting
- Provide administrative support to the Scottish Office
- Ensure all administrative duties align with health and safety, GDPR, financial accountability and organisational policies
- Proactively contribute to the effectiveness of meetings, knowledge sharing and staff development
- Attend and support at Community Outreach events in Scotland. This may occasionally include evening attendance
- Undertake any other duties and reasonable requests that are in keeping with the nature of this post

## **Experience**

- Understanding or experience of working within an administration position
- (Desirable) Experience of logistics

## **Knowledge, skills and understanding**

- Knowledge of the Roman Catholic faith
- Strong organisational and administrative skills with excellent attention to detail
- Proven ability to plan and manage multiple projects or work-streams simultaneously
- Excellent communication and interpersonal skills
- Strong attention to detail, accurate spelling and good writing skills
- Knowledge of work-operating systems. Monday.com (Desirable)
- IT skills including Microsoft Outlook, Excel, Word
- Capable of developing, maintaining, and reviewing processes to achieve maximum productivity
- Able to take personal accountability for key work areas and understand other people's accountabilities within work areas to inform progress, planning and decision making
- Able to identify cause and effect relationships and take a solution focussed approach
- Discretion and judgement, and experience of dealing with sensitive information

## **Personal qualities**

- A pro-active approach, self-motivated and enthusiastic individual with a methodical and structured approach to tasks and procedures
- Excellent level of organisation, attention to detail and time management
- Excellent interpersonal skills and good at developing relationships
- Be open, friendly and positive in all dealings with staff and external partners
- Be willing to learn and adapt to best serve the needs of ACN and the Scottish team
- A 'can do' and flexible approach with the ability to adapt and change priorities

## **EXTERNAL AND INTERNAL RELATIONSHIPS**

### **Management and Team Member**

This post will report to the Head of Operations in Scotland, with whom immediate as well as long-term targets and goals will be agreed. The Head of Operations in Scotland will provide the Community Outreach Administrator with the necessary support to develop their role.

In practice, the post holder will align their workload and prioritisation with the guidance provided by the Community Logistics Lead.

This role will develop strong working relationships with the whole ACN team in Scotland as well as all the Departments in the UK National Office.

### **Deputising**

In the first instance, the Community Outreach Administrator will deputise for the Community Logistics Lead and other administrative staff in the Scottish Office and support workload during exceptionally busy periods, annual leave or sickness.

24/4/2026

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