Hello!

I am so glad you're considering applying for the HR & Virtual Office Coordinator position at Kids Matter.

We work hard not only for our children, parents and communities, but also to build a brilliant culture at Kids Matter. Our motto is to be 'ambitious yet respectful'. You'll be stretched for sure but well-supported while that happens. We are all about growth, development, learning and having people work out of their sweet spot most of the time. We have a lot of fun along the way!

You will be joining us at such a key time in our journey; we're now nine years old and we're putting in place what we need to begin our next chapter. We know what we are doing and how to do it. Your job will be to help us extend our reach, grow at scale, and equip communities across the country with what they need to see real and lasting transformation.

This job pack includes:

- Details around what the job involves
- What we're looking for in applicants
- Specifics around employment in this role
- An outline of the application process
- An overview of our charity
- What we believe

I look forward to reading why you think you'd be a great fit on our team!

Dr Eli Gardner, Clinical Psychologist
Co-founder & Chief Executive Officer

Job Description

Overall purpose

The purpose of the HR & Virtual Office Coordinator is to support the Kids Matter team with HR process and administration, systems management, equipment coordination and provision of virtual office services, helping to ensure a positive employee experience and the smooth running of day-to-day people operations.

Key responsibilities

1. Staff & HR

- Support in day-to-day HR administration, including processes for staff reviews, annual leave and significant events (e.g. birthdays).
- Maintain and update the whole team calendar.
- Transcribe and circulate weekly team updates.
- Support with team day planning and logistics.
- Process employee lifecycle changes, including starters, leavers and contractual amendments, ensuring records are accurate, and updated in a timely manner.
- Support the end-to-end recruitment process, including managing incoming applications and arranging interviews, ensuring a professional and efficient candidate experience.
- Conduct pre-employment checks, including right-to-work verification, reference requests, and DBS checks where required.
- Working closely with the HR Manager, coordinate onboarding activities, including induction arrangements and new starter administration, supporting managers to deliver a smooth and positive onboarding experience for new employees.

2. Virtual Office, IT & Systems

- Receive postal mail forwarded from our virtual office, filing and redistributing as required.
- Manage the main organisational phoneline and email inboxes, dealing with enquiries in a friendly and timely manner and passing on to other team members when appropriate.
- Support the Operations Team in purchasing IT and other work equipment in line with budgets.
- Source, configure and keep track of team equipment (primarily work laptops and phones), alongside our external IT providers, maintaining an accurate and up-to-date asset register.
- Support in reviewing remote working assessments and following up with necessary actions.
- Provide administrative support for the organisation's online systems and platforms.
- Coordinate the distribution of printed materials with external suppliers, ensuring timely delivery, accurate fulfilment, and adherence to quality standards.
- Support operations team with printing and posting as required.

3. Wider team involvement

- Support the wider team with the administration of internal and external events.
- Provide additional support to other teams when appropriate.
- Contribute towards staff prayers and, on occasion, lead ‘Thought for the Day’.
- Engage with team-wide meetings and trainings.

Person Specification

Category	Criteria	Assessed by*	E/D
Skills/ Abilities	Strong organisational and administrative skills	A/I/T	ESSENTIAL
	Stong attention to detail and committment to accuracy	A/T	
	Ability to manage multiple processes and timelines simultaneously	I	
	Strong communication skills and a warm, relational approach with people from a wide range of backgrounds	A/I	
	Confidence working with systems, databases, and digital tools	A/I	
	Ability to work to tight timelines and handle pressure	A/T	
	Ability to work independently, take initiative and be proactive and remain self-motivated while working remotely	A/I/T	
	Excellent written and verbal communication skills	A/I/T	
	Ability to handle sensitive information with discretion and care	A/I	
	Ability to work collaboratively across teams with a strong feedback culture	A/I	
	Ability to use new systems/processes quickly and confidently (including CRM)	A/T	
	IT literate with knowledge of/ability to use MS Office programmes and zoom	A/T	
	Ability to work independently and as part of a team effectively	A/I/T	
	Understanding of data imports/exports & finance software integrations	A/I	
	IT literate with knowledge and proficiency of Microsoft 365 programmes	A/T	
Experience	Experience working in HR or administration	A/I	
	Knowledge of human resources and employment law	A/I	DESIRABLE
	Experience working within a charity context	A/I	
	Experience of working in a fast-paced environment	A	

* Assessment methods: Application form (A), Interview (I), Tasks (T)
** Whilst this is an occupational requirement, the shortlisting process will not involve scoring candidates on their faith.

Category	Criteria	Assessed by*	E/D
Personal qualities	Willing to give and receive constructive feedback	A/I	**ESSENTIAL**
	Flexible and willing to be involved in a wide range of tasks	I	
	Comfortable working behind the scenes to enable others	A/I	
	Reflective, proactive, and solution-focused.	A/I	
	Commitment to ongoing development of own knowledge and skills	A/I	
	Strong personal Christian faith	**	
	Passion for Kids Matter's vision of seeing every child in need raised in a strong family	A/I	

Employment Information

Job title: HR & Virtual Office Coordinator

Reporting to: HR & Systems Manager

Location: Remote (Based in England, Scotland & Wales with occasional travel required)

Contract: Permanent

Start date: As soon as possible

Hours of work: 21 hours per week
Monday mornings are compulsory due to a weekly team meeting, otherwise hours can be spread throughout Monday to Friday.

Salary: £24,479 - £26,460 pro rata depending on experience (£14,687 - £15,876 actual)

Probation period: 6 months

Holiday entitlement: 25 days (plus bank holidays) per year pro rata, with additional time off between Christmas and New Year's day

Pension: Automatic enrolment into a direct contribution pension scheme (5% employer contribution)

Death in Service Benefit: Aviva Life Assurance membership including a nominated person receiving 3x annual salary if you were to die whilst in employment.

This post is subject to an Occupational Requirement
Kids Matter serves and supports clients within the Christian sector, the nature of the work requires that this post holder has an active faith in Jesus under the Equality Act 2010, Part 1, Schedule 9.

Equal Opportunities
We actively support and welcome the integration of people from diverse backgrounds and varied experiences and skillsets to help shape the work and future of Kids Matter. We are particularly keen to receive applications from African and Afro-Caribbean, Asian and other diverse ethnic communities, and those who are neurodivergent and/or living with any kind of disability. If this role excites you, we encourage you to apply even if you don't meet every requirement.

Application Process

Stage 1
Complete a copy of our **online application form.**
We also ask for all applicants to submit an **Equal Opportunities Monitoring Form**, which will be sent to you to complete following the submission of your application form. This form will be used for anonymous analysis to ensure our overall recruitment procedures are fair and transparent. It will never be viewed or used as part of the selection process. It is optional to submit this form.

Deadline: **9am on Monday 26th October**

All successful and unsuccessful applicants will be notified via email by 5pm on Thursday 29th October.

Stage 2
Successful applicants will be invited to an initial 45-minute online interview, which will take place **on the 3rd or 4th of November.**

To ensure candidates can perform to the best of their ability, interview questions will be sent in advance of the interview date. Candidates will also be sent a short task to complete before attending their interview.

Stage 3
Following initial interviews, 2-3 selected candidates will be invited to attend a second online interview, **on the 10th November.** The interview will be 1 hour long and include 1-2 tasks.

The successful candidate and unsuccessful candidates will be informed of Kids Matter's final decision by 5pm on the 12th November.

If you would like any application and interview support or you need any reasonable adjustments throughout the application process or if you would like an informal phone call to ask questions or discuss the role, please contact **Katie Washington (HR & Systems Manager) on recruitment@kidsmatter.org.uk.**

Kids Matter will treat your application as private and confidential.

About Kids Matter

More than 4 million children are being raised in poverty in the UK and the stress poverty places on them (and their parents) can result in long-term emotional and social problems. We therefore exist to help strengthen families and interrupt that negative trajectory.

Research has shown that the most effective early intervention to help children is group-based parenting programmes. For children to thrive, it is important for mums, dads and carers to increase their own wellbeing and confidence in their parenting skills. Whilst all parents need support, our effective and accessible programmes have been written for families facing disadvantages.

'It's worth doing, I would do it 20 times over and still learn something new in the twentieth session.'

Tash, mum

We partner with local churches and their community networks across the whole country to run our evidence-informed programmes in communities and in prisons, equipping mums, dads and carers with the tools (confidence, competence and community) they need to build strong relationships and strong families. Not only will this have a positive impact on child wellbeing and future outcomes, but it will also reduce the social and financial costs of family breakdown.

Our impact

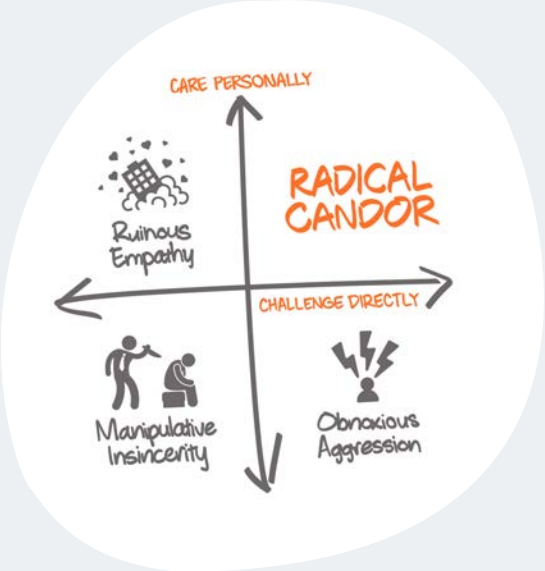
Since launching in 2017, we have impacted **nearly 7,000 children** through our parenting programmes, equipping their parents (over 3,000 of them) with the skills needed to build a strong family. We have an ambitious vision to reach many more in the coming years.

Read our most recent Impact Report here.

Our team

We have a wonderful team of brilliant people committed to transforming society, one family at a time, and a group of top-notch trustees who support us every step of the way.

Find out more about them here.



At Kids Matter, we strive to have a culture where giving and receiving feedback from anyone in the team is a common occurrence. We place high value on getting to know one another to create a foundation of trust from which we can challenge directly. Teams regularly have 360 feedback sessions and managers are encouraged to regularly ask for feedback from their direct reports.

We don't always get it right, but our aim is to operate from a place of 'Radical Candor'.

Our culture values are:

Faithful	We put our faith in God and we are fiercely loyal to our mission and vision.
Respectful	We draw alongside others and genuinely listen, affirming the dignity of everyone we encounter.
Excellence	We go above and beyond to provide the best quality in all we do.
Positive	We choose to be grateful, to be hopeful, and to see possibility in everyone.
Ambitious	We push for all to achieve their full potential so that together we can fulfil our vision of every child in need being raised in a strong family.

Statement of Faith

Nicene Creed

We believe in one God,
The Creator of all things,
Who holds the universe in love and wisdom.

We believe in Jesus Christ,
God's only Son, who is fully divine and fully human.

He was born to bring light into the world,
Lived among us, teaching truth and grace.
For our sake, He suffered, was crucified, and died.

On the third day, He rose again,
Defeating death and offering us new life.

He ascended into heaven and reigns with the Father,
And He will come again to restore all things.

Amen.