



Early Intervention Administrator (Maternity Cover)



Introducing TLG...

Transforming Lives for Good (TLG) is a national charity that helps churches to bring hope and a future for struggling children. That means getting alongside struggling children, providing practical support in and out of school and connecting with home to bring hope and a future.

All over the UK, children are struggling in school for all kinds of reasons and many families are suffering without hope. Nationally, the latest statistics show that:

- Children living in poverty are 4 times more likely to get a permanent exclusion from school
- More than two thirds of the current prison population were excluded from school
- One in six 16-24 year old 'NEETs' (those not in Education, Employment or Training) die within ten years of falling out of the system
- 1.5 million children are entitled to free school meals in the UK

But there is hope.

It comes through the local church making a real difference in their community. TLG is passionate about bringing a practical approach that goes way beyond education and works to build strong connections between local churches, families and schools. At TLG, we have a big vision to make the difference in as many children and families lives as possible. We are transforming lives for good!

Culture and Values

At TLG, our work is our vocation, giving us a rich sense of purpose. We also believe work can be a great experience and enable people to grow into their full potential. In fact, we are recognised nationally as an exceptional place to work. In 2019, we were named the best charity to work for in the UK by the prestigious Sunday Times Best Organisations to Work for.

This special award highlights all the positives about working at TLG! We love to look after our team and here are some of the great benefits we offer:

- Fun team times away
- Retreat days for staff
- Generous holidays and flexible working arrangements
- Above and beyond recognition for high-performing staff
- Support for staff with counselling and coaching
- Contributions towards training and professional qualifications

Our Values

Holding to these values is vital to the way we accomplish our work:

- **Greater Transformation**
Relentlessly focussed on the main thing (TLG's mission and vision), energised by the challenge, and deliberately missional.
- **Relational Leadership**
Bringing out the 'gold' in others, 'leaning in' when it's relationally tough, and humble yet courageous
- **Local Church**
Celebrating the Church, grace and patience in partnership, and rooted in the local church community
- **Excellence Every Day**
Joyfully exceeding expectations, learning from failure, and knowing uncertainty doesn't throw us
- **Vibrant Faith**
Nurturing our own walk with God, following Jesus together even when it's tough, and realising work is mission – so much more than a job





Job Description

Title:	Early Intervention Administrator (Maternity Cover)
Location:	National Support Centre, West Yorkshire (with flexibility throughout the working week meeting TLG's minimum requirement of 40% of working hours in the office)
Salary:	£23,483-£26,836
Hours:	22.5 hours per week moving to 30-37.5 hours per week as of March 2025
Reporting To:	Early Intervention Programme Lead

Role Context

Transforming Lives for Good (TLG) is an award-winning national Christian charity, working with struggling children, young people, and their families. TLG started the Early Intervention coaching programme with the purpose of helping vulnerable children get the support they need to remain in the school environment and to flourish. We currently partner with 140 churches across the UK, equipping volunteer coaches to spend an hour a week investing in a child who is struggling at school. TLG also partner with churches to offer the Make Lunch programme to struggling children and their families in the local community. Through Make Lunch clubs that operate during the school holidays, presently, 80 churches provide hot, healthy meals and fun activities during school holidays, to children whose families have free school meal entitlement, or an equivalent level of need.

We are a fast-growing and friendly team, with a vision to see many more local churches supporting children struggling at school and families struggling with hunger and isolation in the holidays. We are therefore looking for a well-organized and experienced administrator who is passionate about TLG's mission. You will provide administrative leadership to enable the Volunteer Programmes team to achieve operational efficiency and growth, as we support current church partnerships, and launch new ones.

Job Purpose

This EI administrator role requires an individual who is relational, hard-working, pro-active, and can use their initiative on a day-to-day basis. The role is central to TLG sustaining and achieving positive impact through TLG's volunteer programmes and church partner network. Passionate about supporting vulnerable children and their families, the church and TLG's vision, the post-holder will lead up, across and down within the organisation, so to ensure that key outcomes are achieved within stated deadlines

The successful candidate will be well-organised, collaborative and flexible in their approach to work. With strong customer-focus, he/she will support church partners and staff team members effectively, with an eye for detail and a personable approach. To support the ongoing growth in our church partnerships network, the post-holder will collaborate with team members to lead in the development and maintenance of the online platforms and processes surrounding the Early Intervention programme, and our CRM system. With a creative approach to work and a hunger for personal and professional development, this is a role for an ambitious administrator who thrives in a fast-paced working environment that requires creative problem-solving, focused on constantly improving ways to serve our partner churches and the children and families they support.

Job Tasks

- In collaboration with leaders across the Church Partnerships and Volunteer Programmes teams, support in strengthening and administrating the onboarding journey (and closures or transfers where applicable) of Early Intervention church partners, including volunteer application processes, partnership payments and access to all relevant tech systems.
- Influence and equip stakeholders both internally and externally to ensure adherence to all admin process requirements and safer recruitment principles, including ensuring all volunteers have two references and DBS/PVG/Access NI checks are in place.
- Lead in the promotion, administration, and coordination of training schedules for new church partners, including booking and confirming volunteers for training events, logistics, trainer support, preparation, and postage of resources, maintaining accurate training records and communicating effectively with delegates.
- Lead, train, and equip others across the Volunteer Programmes team to effectively manage the use of our Customer Relationship Management (CRM) system and other essential business systems, enabling accurate, timely and complete data entry records for all volunteers and church partners.
- Lead in developing and administering the processing of all online MS forms, including those involved in programme reviews, feedback and continuing professional development resources.
- Support and influence all members of the Early Intervention volunteer programmes team, with ensuring daily tasks of data entry, administration, logistics and general office tasks are completed satisfactorily.
- Lead in the administration and distribution of Early Intervention resources stock, coordinating with senior colleagues on reprints and orders to ensure adequate stock levels are maintained for partner training purposes.
- In coordination with Comms team and the Early Intervention Programme Development Lead, manage the Early Intervention Facebook group and other online platforms to ensure required and appropriate content is uploaded and timely communication maintained.

- In collaboration with leaders across the team and wider organisation, support the development and continual improvement of administrative systems and processes to streamline and strengthen the support provided to Early Intervention staff, church partners and volunteers.
- Lead, in coordination with internal finance staff, and external church partners, on administering the set up or changes to regular partnership payments.
- Lead in the coordination and administration of church partner/volunteer gatherings, providing event management logistics, planning and team coordination as needed.
- Collaborate well with other TLG teams, our church partners, our volunteers, and our funders, striving for continual learning and development to serve people in need in the best way possible.
- Assist other team members in ensuring Early Intervention activity and impact are kept at the forefront of wider TLG staff's awareness and prayer agenda.
- Model TLG culture and values in all interactions with team members and church partners.
- Provide administrative cover for other members of the Volunteer Programmes admin team as and when necessary.
- Respond to any general enquiries via email and phone.

Additional Responsibilities

- Attend, fully participate in and, on occasions, lead daily Christian devotionals and times of worship for the staff team.
- Attend TLG's staff conference gatherings across the year.
- Represent TLG as part of a team at exhibitions and church visits, using understanding of our volunteer programmes, TLG vision and personal faith to connect with Christian audiences well.
- Actively promote TLG's regular giving scheme and recruit several individuals to become regular 'Hope Givers'.
- Take on additional responsibilities for tasks as your role develops.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• Good general standard of education including as a minimum English and Mathematics GCSE at grade A*-C or equivalent.	<ul style="list-style-type: none">• Educated to degree level.
Skills and Knowledge	<ul style="list-style-type: none">• Excellent administrative, organisational and time-management skills.• Excellent social and communication skills to engage individuals and ensure co-operation to achieve the best possible outcomes.• Ability to self-motivate and self-manage when necessary.• Highly effective personal leadership and ability to act as a role model for the culture of excellence and the values of TLG.• Experience of accurate record keeping, both paper-based and electronic.• Effective time management and ability to organise and prioritise own workload and to keep to deadlines.• Ability to lead up and across the organisation to ensure outcomes are achieved and deadlines are met.• Ability to work with accuracy and high attention to detail.• Ability to take initiative and work proactively.• Administration skills including Microsoft based programmes.• Working knowledge and understanding of local church culture across the UK.• Commitment to actively pursue ongoing personal and professional development of themselves in order to enhance the contribution to TLG.	<ul style="list-style-type: none">• Experience of using and maintaining database systems.• Administration and/or office experience.• Microsoft Office training and/or qualifications.

Experience	<ul style="list-style-type: none"> • Experience of dealing with multiple tasks in an organised and efficient way. • Experience of leading team and/or influencing others to develop culture within an organisation. 	<ul style="list-style-type: none"> • Understanding of TLG's volunteer programmes.
Christian Lifestyle	<ul style="list-style-type: none"> • Commitment to actively pursue ongoing spiritual development of themselves and colleagues within the life of a local church in order to enhance the contribution to TLG. • Attend and participate fully in devotions, prayer meetings and staff conferences to enhance the spiritual relationships within the team. • Able to work sensitively with those of different cultures and faiths whilst having their own strong and vibrant Christian faith and commitment to Equal Opportunities. • To be an active part of a church family. 	<ul style="list-style-type: none"> • Able to lead others in prayer and corporate worship.
Additional	<ul style="list-style-type: none"> • Play an active part in promoting the work of TLG including the recruitment of individual regular donor through TLG's Hope Giver scheme. • Complete an enhanced DBS check prior to employment, which reveals no reason for the applicant being unsuitable to work with young people. • Provide three referees. At least one referee needs to represent Christian commitment and be able to comment on your faith and growth as a Christian. References will be taken up after shortlisting. • Provide evidence of qualifications and suitability to work in the UK and appropriate qualifications. • Promote and safeguard the welfare of children and young persons. 	<ul style="list-style-type: none"> • Live within a reasonable travelling distance.

Application Process

All applicants are directed to apply online through our website www.tlg.org.uk/jobs.

If you have any problems with the online application process, please contact recruitment@tlg.org.uk and someone will get back to you as soon as possible.

To complete our online application form you will require your CV, a personal statement outlining how you meet the criteria for this role and some short responses to questions regarding your Christian faith.

We would welcome applications from candidates from diverse backgrounds to enable us to better reflect the needs of the communities we serve.

recruitment@tlg.org.uk
www.tlg.org.uk

