

Hello!

I am so glad you're considering applying for the Operations Administrator 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 seven 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!

A handwritten signature in blue ink.

Dr Eli Gardner, Clinical Psychologist
Co-founder & Executive Director

A background image showing a laptop screen with a Zoom meeting in progress, displaying several participants in a grid. In the foreground, a green ceramic mug is visible on a wooden surface.

Job Description

Overall purpose

The purpose of the Operations Administrator role is to support the Operations Team, and wider staff team, in all areas of administration.

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 the wider team in coordinating travel arrangements and accommodation, as required.
- Support with team day planning and logistics.

2. Office, IT & systems

- Collect any postal mail from the virtual office (in central Leicester), filing and redistributing as required.
- Manage and maintain the storage unit (in central Leicester), keeping inventory up-to-date and organised, retrieving assets to send out as required.
- Manage the main organisational phonenumber and email inboxes (including info@), dealing with enquiries in a friendly and timely manner and passing on to other team members when appropriate.
- Support the Operations Team in managing and maintaining existing systems and programmes (including but not limited to Microsoft 365, Slack, Zoom and SurveyMonkey).
- 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.

3. Fundraising

- Provide administrative support to the Fundraising Team as required.
- Print and post grant application letters on a regular basis.
- Communicate with funder contacts as and when grant application responses are received, including sending thank you letters.
- Liaise with external fundraising consultants around grant applications, ensuring all records are kept up-to-date and tracking when reports are due.

4. Wider team involvement

- Support the wider team with the administration of internal and external events.
- Provide administrative support for facilitator trainings and programme pilots.
- 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	Attention to detail and accuracy	I/T	E
	Excellent organisation and time management skills	A/I/T	E
	Able to manage, prioritise and balance conflicting demands	A/I/T	E
	Able to use initiative and be proactive	I	E
	Able to be flexible in an ever-changing environment	I	E
	Good numerical and problem-solving skills	I	E
	Strong written and verbal communication skills	A/I/T	E
	Strong relational skills; able to communicate effectively with team members and external contacts	A/I	E
	Able to work independently and as part of a team effectively	A/I	E
	Able to use new systems and processes quickly and confidently (including CRM)	I	E
Highly IT literate with knowledge and proficiency of Microsoft 365 programmes and Zoom (video conferencing platform)	A/I/T	E	
Personal qualities	Willing to give and receive constructive feedback	A/I	E
	Flexible and willing to be involved in a wide range of tasks	I	E
	Commitment to ongoing development of own knowledge and skills	A	E
	Strong personal Christian faith	***	E
	Passion for Kids Matter's vision of seeing every child in need raised in a strong family	A/I	E
	Holds valid and full driving licence with access to a car	A	E
Experience	<i>Experience of working or volunteering in a charity setting</i>	A/I	D
	<i>Experience of working or volunteering in an administration role</i>	A/I	D
Qualifications	<i>Vocational qualification in administration</i>	A	D

* Assessment methods: Application form (A), Interview (I), Tasks (T)

** Essential (E), Desirable (D)

** Whilst this is an occupational requirement, the shortlisting process will not involve scoring candidates on their faith.

Employment Information

Job title: Operations Administrator

Reporting to: Head of Operations

Purpose: See Job Description

Location: Remote (**based in/near Leicester with regular local travel** and occasional travel for biannual team days and biannual departmental team meetings in various locations) [travel expenses paid]

Contract: Permanent

Start date: ASAP

Hours of work: 3 days per week (21 hours)

Required Monday mornings due to a weekly team meeting, other hours can be spread across Monday to Friday.

Salary: £23,160 pro rata (£13,896 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 (3% employer contribution)

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.

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: **10am Monday 23 September 2024**

We will aim to inform all successful and unsuccessful applicants via email by 5pm Thursday 26 September.

Stage 2

Successful applicants will be invited to an initial 30 to 40-minute Zoom interview, which will take place **in the week commencing 30 September**.

To ensure candidates can perform to the best of their ability, interview questions will be sent in advance of the interview date. Candidates may 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 in-person interviews **in Leicester in the week commencing 14 October**. The interview will take approximately one hour and include at least one task set in advance. Soon after this, the final two candidates will be invited to a short call with the Executive Director.

We will aim to inform the successful candidate and unsuccessful candidates of Kids Matter's final decision by 5pm on Friday 18 October.

If you have any questions, please refer to our **recruitment FAQs** document. If you would like any application and interview support or you need any reasonable adjustments throughout the application process, please contact **Katie Washington (HR & Systems Coordinator)** on recruitment@kidsmatter.org.uk.

Kids Matter will treat your application as private and confidential. Unsuccessful applications will be securely destroyed after one year.





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.

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 5,000 children** through our parenting programmes, equipping their parents (over 2,000 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.](#)

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

Tash, mum



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 Father, the Almighty,
maker of heaven and earth,
of all that is, seen and unseen.

We believe in one Lord, Jesus Christ,
the only Son of God,
eternally begotten of the Father,
God from God, Light from Light,
true God from true God,
begotten, not made,
of one Being with the Father.
Through him all things were made.

For us and for our salvation
he came down from heaven:
by the power of the Holy Spirit
he became incarnate from the Virgin Mary,
and was made man.

For our sake he was crucified under Pontius Pilate;
he suffered death and was buried.
On the third day he rose again
in accordance with the Scriptures;
he ascended into heaven
and is seated at the right hand of the Father.

He will come again in glory to judge the living and the dead,
and his kingdom will have no end.

We believe in the Holy Spirit, the Lord, the giver of life,
who proceeds from the Father and the Son.
With the Father and the Son he is worshiped and glorified.
He has spoken through the Prophets.
We believe in one holy catholic and apostolic Church.
We acknowledge one baptism for the forgiveness of sins.
We look for the resurrection of the dead,
and the life of the world to come.

Amen.

