



Job Title: Team Services Manager

Reporting to: Finance & Resources Director

Department: Directorate, Finance & Administration

Job Type: Permanent (subject to a 6-month probationary period)

Hours: Part-time; initially 0.6 Full-Time Equivalent (FTE) potential for more funding permitted. The specific work pattern and hours will be agreed upon based on the candidate's availability and the needs of the role

Salary: £28,000 - £30,500 (depending on experience) plus 7% employer's pension contribution. Employees living within the M25 will receive a London weighting of £1,000 per annum (pro rata).

Location: A Rocha UK's national office in Brentford, West London, with some flexibility for home working possible.

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Context of role:

A Rocha UK is the only national Christian conservation charity in the UK. Our mission is to mobilise Christians and churches to care for the natural world. We do this currently through a number of programmes reaching different parts of the Christian community: Eco Church for local churches, Partners in Action facilitating conservation efforts by Christian land managers, Wild Christian, supporting individuals and households to act on nature, including by campaigning, and our Convening programme, supporting Christian environmental leaders. We also contribute to several networks - Christian and secular - involved in both practical conservation and climate change work, as well as research, policy and campaigning.

Purpose of Job:

An exciting opportunity for a resourceful Team Services Manager to support the operation of our organisation; managing relationships with outsourced providers and implementing the most efficient administrative procedures. You will be the 'go-to' person for the whole team for IT, HR, H&S, and General Admin enquiries. You will contribute to the development of new office systems and processes, leading projects and working closely with the Finance and Resources Director in providing operational and administrative support.

This is a varied role and the successful candidate will have a range of relationship management and administrative duties. You will have excellent communication and organisational skills, a 'can-do' attitude, and are someone that seeks to discover new ways to do the job more efficiently. The aim of this role is to ensure all support activities are carried out efficiently and effectively to allow the other operations within the organisation to function properly.

Key responsibilities:

In addition to working closely with and supporting the Finance and Resources Director (FRD), the Team Services Officer will have the following responsibilities:

Human Resources:

- Manage the relationship with our external HR support
- Administrator of the HR Management Software Bright HR with responsibility to ensure effective use throughout the organisation
- Responsible for the annual review of the staff handbook and HR policies, in conjunction with external HR support
- Facilitating recruitment of new staff, working with recruiting manager to ensure good HR practice and following of the recruitment process (contracts, salary letters, overseeing onboarding)
- Responsible for clear onboarding and offboarding procedures for staff and volunteers
- Coordination of the induction of new staff
- Coordinating staff and volunteer training programme & maintaining training records
- Overseeing Safeguarding, including arranging DBS checks with external provider as needed
- Awareness, and compliance with, information security and data protection requirements
- Assist FRD in liaising with the external payroll bureau.
- Assist FRD in processing and recording of pension contributions, including leavers and joiners, managing the information provided to and relationship with pension provider Standard Life.
- Responsible for coordination of the volunteer management system, including onboarding/offboarding core volunteers and the annual review of the volunteer handbook.
- Contribute to the development of a robust volunteer management system and ensuring it is used by relevant staff

IT:

- Manage the relationship with our IT support company
- Have oversight of all IT requirements, coordinating the systems and solutions in place
- Oversee the operation of telephony admin, ensuring good documentation
- Arranging IT and telephony equipment for new and existing staff
- Keeping up to date records of IT equipment, including telephony
- Managing the relationship with A Rocha International with regard to Google email and Google workspace, being the main point of contact
- Encourage best practices in the use of the Google suite
- Ensuring that the process, usage and operation of Google is well documented
- Ensure that the Google workspace is effectively used as the organisation's online filing system

Health & Safety:

- Manage the relationship with our external H&S support
- Administrator of the H&S Management Software Bright Safe with responsibility to ensure effective use throughout the organisation
- Responsible for the annual review of the H&S handbook and H&S policies, in conjunction with external H&S support
- Oversight of H&S and first aid provision in all locations (Office, homeworking Reserves and Events)

General Admin & Office Management:

- Manage relationships with our landlord, Leprosy Mission International, who occupy the floors below
- Proactive communication with staff and core volunteers around office matters
- Contribute to Governance, including the development of policies and procedures.
- Ensuring implementation in the office of agreed environmental policy
- In tandem with CEO's PA, and in liaison with the FRD, CEO, share the task of organising logistics and staff communications around monthly Staff and Volunteer Meetings and other internal events

Other activities:

- Contributing to meetings and to the planning and discussion of the team's activities
- Creating and maintaining documentation for all procedures and processes
- Housekeeping of the departmental Google drives
- Assisting with other administrative tasks or projects as required
- Contributing to the wider team life of A Rocha UK

Person specification:

Experience & qualifications

Essential requirements

- Educated to degree level or equivalent experience
- Experience of managing outsourced functions or demonstrable ability to do so
- Confident IT user, proficient in numerous packages and motivated to learn more
- Familiar with the use of Google Workspace

Desirable:

- Confident admin user of Google Workspace
- Experience of overseeing HR & IT
- Experience of managing an office, developing and improving office systems
- Experience of working with dispersed staff
- Experience in leading projects with multiple stakeholders

Key competencies & skills

Essential:

- Excellent organisational and multitasking skills, able to meet deadlines and prioritise the workload
- Strong on getting the detail right and aware of the big picture
- Excellent written and verbal communication skills
- Strong people focus and motivation to deliver an excellent service
- Able to work on own initiative and as part of a team
- Sympathy with A Rocha's environmental mission

A Rocha is a non-denominational Christian charity with a deep commitment to our faith, community and cross-cultural collaboration. This requires all staff to participate fully in the spiritual life of the organisation, including regular collective prayer and reflection, annual staff residential retreat etc. so there is an operational requirement for the post-holder to be a practising Christian.

How to apply:

Please send a Cover Letter and a CV of no more than two pages to ukjobs@arocha.org

Closing Date for Applications: Wednesday 27th November 11:59pm

WE MAY CLOSE THIS VACANCY EARLY IF WE RECEIVE SUFFICIENT APPLICATIONS FOR THE ROLE.