

Job Description and Person Specification National Administrator



About The Feast

The Feast is an award-winning, faith-based, youth-centred movement which encourages young people, aged 11 -18 years, to be resilient and confident in their beliefs and identity, able to build meaningful friendships with people who are different from themselves, able to honestly and respectfully discuss beliefs and challenging issues and to be committed to living well with their neighbours. We bring young people from different faiths, ethnicities and backgrounds together through 'encounters': events where young people meet, have fun, have dialogue and eat together.

We work in schools, colleges and in communities across the West Midlands and have hubs in London and Luton.

The Feast is all about...

- **Talking faith:** young people are encouraged and equipped to discuss their faith or beliefs in ways which explore both their similarities and differences. In doing this they become more confident in their identity and more resilient as they learn to live well with difference
- **Making friends:** by bringing together young people in a positive and fun environment we provide opportunities for them to get to know one another, work together on projects and build friendships based on trust and respect.
- **Changing lives:** having been to events run by The Feast, young people are challenged and encouraged to live out the lessons they have learnt of friendship, understanding and peace-making in their everyday.

National Structure

Founded in Birmingham in 2009 by a group of Christians, The Feast is currently run by the Senior Leadership Team consisting of the National Director and local Development Managers from Luton, Tower Hamlets and West Midlands, as well as the chair of Trustees.

The Feast's National Office is located in Birmingham, from where The Feast supports work in three locations around the UK – West Midlands, Luton and Tower Hamlets.

In each of the locations we work in, we have established Feast Local Advisory Groups (FLAGs) as devolved agents of our Board of Trustees, with the responsibility to set direction, raise capacity and support staff in their local community.

We are committed to building a diverse staff team.

The Feast is a Living Wage Employer.

Job Description Summary

Job Title:	National Administrator
Salary:	£23,400 - £25,000 pro rata (depending on relevant experience)
Pension:	6% employer pension upon completion of the probationary period
Location:	National Office in Sparkbrook, Birmingham (some flexibility to work from home on occasion)
Reports to:	National Director
Direct reports:	None at time of appointment
Hours:	Part time (22.5 hours per week) The employee will be given 5.6 weeks annual leave, plus bank holidays (pro-rata).
Contract:	Contract subject to a six month probationary period. <i>The appointment is subject to an enhanced DBS check.</i>

Purpose

- To support The Feast's National Office and governance bodies through providing administrative, IT and operational support.
- To support the Finance Officer, as they ensure good financial management processes.
- To provide operational support to The Feast's Regional Teams.

Key tasks

Specific duties and responsibilities include, but are not confined to the following:

Administration and Operations

- Develop, maintain, document and improve The Feast's administrative systems in our National Office for use by staff and volunteers in regional locations.
- Provide a full and confidential secretarial support of the National Director and SLT (Senior Leadership Team), particularly in relation to the HR function and minuting meetings, including attending evening meetings as required.
- Develop and maintain our use of The Feast's database for monitoring and reporting on outputs and for communications with service users and supporters. Providing training to regional team members and volunteers
- Oversee the purchase, setup, storage, maintenance and use of The Feast's assets and equipment, and providing IT support when necessary.
- Provide administrative support to enable The Feast's national team to deliver events and activities.
- Support the planning of national fundraising events along with promotion of regional fundraising events.
- Be responsible for the office management of The Feast's National Office, including liaising with the leaseholder.
- Provide an information service for all incoming phone and email enquiries, redirecting or relaying messages where necessary.
- Deal with routine enquiries/issues from staff and redirect as necessary.
- Sort and distribute incoming mail, record and post outgoing mail.
- Provide hospitality for National Office visitors and booked events.
- Oversee the workload of administrative and office volunteers.

Finance

- General financial activities: depositing money, inputting data to QuickBooks and payments.
- Prepare payment of expenses, invoices, and bills for approval by the National Director, Trustees and Finance Officer.
- Maintain electronic filing systems which comply with data protection and auditing requirements
- Together with the National Director and Regional Development Managers produce thank you letters for donors and grant funders.

Human Resources

- General HR support including:
- Manage staff contracts, keep records of staff annual and sick leave and assist the National Director with recruitment processes.
- Ensure staff records are up-to-date, including personal information and employment details.
- Support the system of staff and volunteer DBS checks and keep system up to date.
- Support the National Director and Trustees in reviewing and implementing policies as required.
- Support and update the Trustees Staffing sub-committee.

Communication

- Coordinate copy for The Feast website, Prayer Calendar, eNewsletter (via Customer Relationship Management (CRFM)) and other social media in line with national promotion strategies.
- Assist the communication between The Feast's team across the UK.
- Provide oversight of all social media platforms and The Feast brand

This Job Description should be seen as enabling rather than restrictive and will be subject to regular review. Given The Feast's evolving needs, flexibility among staff is very important.

Management Structure

The worker will be employed by The Feast.

The worker will report to the National Director.

The worker will meet with the National Director on a regular basis.

Person Specification

Attributes	Essential	Desirable	How Identified
Qualifications		<ul style="list-style-type: none"> • Related to business administration or financial management. 	Application
Experience	<ul style="list-style-type: none"> • Experience of working in an administrative/ customer service environment, dealing with queries and providing advice and guidance. • Experience of maintaining electronic and paper records. 	<ul style="list-style-type: none"> • Experience of working in a multi-faith environment. • Experience of office and building administration. • Previous experience of establishing or improving digital administrative systems. 	Application Interview
Skills	<ul style="list-style-type: none"> • Strong administrative and organisational skills. • Ability to work independently in an office environment and manage and prioritise own workload, in order to meet deadlines. • Ability to communicate effectively verbally and in writing. • Excellent time management skills. • High levels of competence in the use of IT, including the ability to troubleshoot software issues, develop fit for purpose spreadsheets, uploading website and social media content, and producing reports from databases. • An excellent attention to detail with the ability to maintain high levels of accuracy in posting information on QuickBooks, recording and filing information and handling cash. • Ability to work co-operatively as part of a team and on one's own initiative. • The ability to use one's creativity and research skills to solve problems. • Ability to work flexibly to support others. • Ability to stay calm under pressure. 	<ul style="list-style-type: none"> • Familiar with database management and use. • Event management skills. • Social Media skills. • Familiar with website editing and use of social media, writing newsletters and communication and marketing tools 	Application Interview Tasks
Knowledge	<ul style="list-style-type: none"> • Understanding of the need for confidentiality. • Understanding of the principles of Data Protection and Safeguarding complying with policies • Understanding of legislation relating to the workplace, employment and working with vulnerable children and adults i.e H&S, Charity Law. 	<ul style="list-style-type: none"> • Familiar with charity work in the youth and community sectors. 	Application Interview

<p>Attitude</p>	<ul style="list-style-type: none"> • A positive and cheerful disposition. • A flexible approach to work with the ability to work to manage a busy workload with multiple deadlines. • Understanding of and clear commitment to the values and ethos of The Feast. • Willingness and ability to work and form appropriate relationships with staff, volunteers and young people of different faiths and backgrounds. • An understanding of the importance of and a commitment to implementing good practice around safeguarding and equal opportunities 	<ul style="list-style-type: none"> • Holding an active faith. 	<p>Application Interview</p>
------------------------	---	--	------------------------------