

the
overseas
disability
charity



Administration Assistant Recruitment Pack



About Us



CBM UK

CBM is the world's largest international Christian disability organisation. CBM and its partners transformed the lives of over 30 million people with and at risk of disability in some of the poorest communities of the world. CBM supports projects across 59 countries in Africa, Asia, Latin America and the Middle East. Working through local partners and based on Christian values, we tackle poverty, prevent blindness, improve health and support disabled people.

CBM UK is one of 11 member associations around the world and is based near Cambridge. Our team of 32 staff, together with our committed Board of Trustees, has ambitious plans for the future.

Employee Benefits

- All full-time employees are entitled to 25 days holiday per year in addition to UK public holidays
- CBM places an emphasis on professional development and training for its employees in order to enable them to fulfil their roles. We support employees in their desire to further their qualifications and careers, including offering opportunities to undertake study for relevant qualifications
- Salaries are regularly reviewed to attract, develop, motivate and retain the appropriate calibre of employees
- We offer family-friendly benefits for staff members with a young family to look after – flexible working, homeworking, maternity/paternity/adoption and parental leave policy
- CBM UK offers a competitive pension scheme. Subject to a staff member making a minimum pension contribution of 5%, CBM UK will make a payment of 7% of annual salary towards the organisation's pension scheme.
- As part of its commitment to its work with disabled people, CBM UK is a Disability Confident Employer (formerly the "two ticks" scheme) and aims to help successfully employ and retain disabled people and those with health conditions. We have a comprehensive equality and diversity policy
- CBM UK offers a free Lifestyle Counselling Helpline & Online Support Service for counselling and support
- Childcare Vouchers
- Bike to work scheme
- Season Ticket loan
- Free tea/coffee facilities, with weekly fruit bowl.

Role

Job title: Administrative Assistant

Based: Oakington, Cambridgeshire (potential move to a central Cambridge location late 2018)

Reports to: Finance Officer

Direct reports: None

Salary band: 1 - £17,149 (starting salary)

Hours: 3 days a week, 9am to 5pm

As a committed and conscientious member of the team you will take responsibility for delivering excellent administrative skills to all CBM UK's supporters by processing their donations in an accurate and timely manner, answering and coordinating enquiries that come into the department, and assist the Finance Officer when required.

- Key to this role is ensuring that our current supporters are thanked properly and that we maintain the excellent reputation for acknowledgement currently held by the organisation.
- The balance of your energy and professionalism will mean that the enquiries and offers of support are well managed and that the associated administration is of a high standard.

Key responsibilities

1. As our first point of contact for all enquiries you will be required to have excellent communication skills and respond to enquiries in a timely manner – in person, on the phone, by email or letter according to guidelines. Putting appropriate callers through to colleagues or taking credit card donations over the phone
2. Using our contact management system, you will be required to create update and process records in accordance with targets set out in the strategic plan, and produce tailored acknowledgement letters to our supporters and record the donation made
3. As a forward facing member of the team, you will be welcoming visitors to CBM UK, and assist them with their enquiry and their appropriate needs
4. In an expedient manner you will open, sort, batch and process incoming postal donations and donations from other sources e.g. internet

5. With swift and accurate manner you will manage the process of donations from our "regular givers" who pay by direct debit and standing order
6. You will be responsible for data updates and cleansing, such as removing records from future mailings or amending contact details
7. Using the automatic mailing machine or hand stuffing envelopes you will help disseminate the response to letters and other supporter information
8. You will have strong data and administration skills, with excellent communication skills and willingness to flexibly support the team
9. With excellent customer care expertise you will be calling to thank supporters in accordance with policy
10. Maintain and develop a continued awareness of the range of CBM fundraising initiatives
11. CBM places an emphasis on professional development and training for its employees, and you are requested to support the progress of your own personal development and training to meet the organisations needs
12. Be familiar with the mission and objectives of CBM UK and CBM International
13. To be flexible and willing to take part in other activities that may be reasonably requested of you.

Culture

1. Helping to develop and promote a culture of enthusiasm and success which reflects the ambitions of CBM UK
2. Play an active role across the CBM UK team, promoting positive working and innovation. And seek to improve working practice at all opportunities.

Person Specification

	Essential/ Desirable
Experience and knowledge	
Experience of working in a busy office environment	Essential
Computer literate	Essential
Experience of accurately processing data to deadlines	Essential
General accounts experience	Desirable
Knowledge of charities	Desirable
Skills/competencies/personal qualities	
Good written and verbal communication skills including the ability to communicate complex information in a clear, effective and persuasive manner as required	Essential
Numerate	Essential
A professional and sympathetic telephone manner	Essential
Strong organisational and time management skills	Essential
Excellent IT skills (Windows packages) and a keenness and willingness to learn new IT packages including gaining an in-depth knowledge of the CBM database	Essential
Ability to organize and prioritise own workload, work to deadlines and sometimes under pressure	Essential
Ability to work on own initiative and as part of a team	Essential
Sympathetic to the aims and objectives of CBM UK	Essential
Qualifications, training, and education	
A Level Maths and English	Desirable

Useful Information

Shortlisting and Interviews

CBM UK is an equal opportunities employer and we are committed to ensuring all applications are treated fairly.

All applications are subject to our shortlisting process; if you are shortlisted we will contact you and invite you to attend an interview. You will also be advised at this point if there will be any skills tasks to complete as part of the recruitment process.

Diversity Policy Statement

Everyone has the right to be treated with consideration and respect. CBM UK is committed to achieving a truly inclusive environment for all, by developing better working relationships that release the full potential, creativity and productivity of each individual. CBM UK aims to ensure that all staff, volunteers, donors, partners, contractors, and the general public are treated fairly. This will be regardless of sex, sexual orientation, gender re-assignment, marital or civil partnership status, race (including colour, nationality, ethnicity, or national origin), disability, medical status, age, religion or belief, political opinion, social or economic status, or ex-offender status.

Employment Checks

All offers of employment are made subject to the following criteria: Proof of eligibility to work in the UK, proof of residency and satisfactory employment screening, and three references satisfactory to CBM UK and, if required, a DBS Check.



How to apply

Closing Date: 9am, 8th May 2018

A cover letter and up to date CV should be emailed to Trena Battams trenab@cbmuk.org.uk.

Alternatively, you can post your application to:

Trena Battams—Office Manager
CBM UK
Oakington Business Park
Dry Drayton Road
Oakington
Cambridge
CB24 3DQ

Should you have any questions or wish to discuss your application further please contact: -

Trena Battams on 01223 484700 or trenab@cbmuk.org.uk.

