

Accounts Examination Services Administrator

Role Description and Recruitment Pack



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Role overview

Title:	Accounts Examination Services Administrator
Hours:	35 hours per week, Monday – Friday
Contract:	Permanent
Location:	Office or hybrid. (you will need to work from 1 Lamb's Passage, London, EC1Y 8AB at least twice per month, or more frequently if required)
Salary:	£24,750-£26,000 p.a. depending on skills and experience.
Reports to:	Managing Director of Church and Charity Professional Services (currently, will be reviewed)
Closing Date:	9am Monday 27th November. Interviews week beginning 4th December

Why this position is important to us

Stewardship has started a journey of transformation: from a traditional transactional service provider, to an innovative and technically orientated ministry with a big ambition to release over £250m of giving in to the Church, every year, by 2025.

Our portfolio of services is now both specialist and diverse, and includes digital giving products, accounts examination and payroll services, and loans for churches and charities, and the specialist support of individuals in Christian ministry.

We also specialise in supporting church plants, fast growing churches and Christian charities to develop strong and biblically sound approaches to their finances and governance.

As part of this, we offer an annual accounts preparation and review service for churches and charities, principally with an annual income of £25,000 to £1,000,000. Staffed by experienced accountants with church experience, our service includes examination of accounts as well as the preparation of annual accounts.

The aim is not just to work on the accounts, but to provide advice to clients on a wide area of financial wisdom, governance and regulation, along with training and educational services as needed.

We are now recruiting for an Administrator. This is an opportunity to work amongst a growing team, working to support churches and Christian charities through finance and play a significant part in driving forward our mission.

Welcome to Stewardship

Big or small. First or last. Given or received. We make every gift count.

We're a place where connection happens - where those called to give meet those called to go. A community of generous stewards uniting to use all God has given us to love Him, love one another, and love our neighbours as ourselves.

We help Christians give and we strengthen the causes they give to.

We call this **Active Generosity**.

Our vision and values

Our vision is for the world to encounter Jesus through the generosity of His church.

At our core, as believers in Jesus Christ, are the biblical values of:



Generosity
expressed with
Joy



Relationship
strengthened with
Understanding



Integrity
demonstrated with
Justice



Service
delivered with
Excellence

For over 100 years, we've helped Christians, charities and churches activate generosity, resource their calling and make a difference in Jesus' name.

In 1906, Stewardship was created by a small group of Christians uniting to release generous gifts and financial support to Christian ministries in the UK and overseas. Among their number were professionals and philanthropists, chemists and church planters, factory workers and evangelists, with each giving as they were able.

Today, we help over 40,000 people live out their calling to be generous stewards, giving more than £100 million each year to over 4,500 churches, 2,500 Christian workers and 6,000 charities.

Our methods have changed, but our mission remains the same.

Job detail

Overview

This is a role which gives an opportunity for someone who has strong administrative and, potentially, some finance skills, is happy to work in a support role, thrives on juggling tasks, and is quick to learn.

As Accounts Services Administrator, your role will be to support the professional accounting team serving churches and Christian charities with their end of year accounting and related independent examinations of their accounts and records, together with advice on financial issues.

Main responsibilities

To include, but not limited to:

Church and charity client liaison:

- Be the first point of contact for clients, managing the team email inbox and incoming telephone calls, and allocating/redirecting where appropriate.
- Facilitate our service delivery, including by assisting examiners with client-related communication.
- Identify and implement improvements to processes, technologies and ways of working to improve efficiencies.
- Administer the handling and storage of client records, including appropriate deletions under data protection.
- Plan and administer a variety of communications to clients. Maintain the client contact databases.
- Deal with prospective client enquiries and associated onboarding

Internal team administration:

- Ensure practice management and workflow systems (eg Glide) is kept up-to-date with all client information and job progress
- Complete all necessary tasks within practice management and workflow systems, chasing up to resolve queries/issues where needed.
- Undertake team invoicing and related administration.
- Co-ordinate team processes, and proactively identify systems improvements and assist with implementation.
- Provide reports and commentary as applicable to team management on key metrics, KPIs and as needed other ad hoc requests.

- Pro-actively maintain and facilitate invoicing process, including the invoicing & time analysis spreadsheet, or other tools as may be used in future.
- Responsible for scheduling team meetings.
- Help to schedule in work, liaising with relevant members of staff.
- Identify and implement improvements to processes, technologies and ways of working to improve efficiencies.
- Assist other areas of Partner Services with administration, including providing cover for absences in other teams, as and when required.

It's all about you...

We recognise that to be great at your role, there are certain characteristics that are important and others that enable a good fit within our existing team and culture.

- You will have a passion and commitment to deliver excellent levels of customer service in a timely and professional manner.
- You will have excellent verbal communication skills and be able to communicate clearly and effectively in written correspondence. You'll also have a talent for explaining things in a calm, reassuring, straightforward manner.
- You will be able to develop a rapport quickly with clients, adopting a friendly and confident approach with a wide range of client types.
- You will be a practising Christian and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement.
- You will demonstrate enthusiasm for the Christian purposes of Stewardship,
- You will enjoy getting stuck into a wide variety of administrative tasks alongside providing an excellent client service, and process with speed, accuracy and with attention to detail.
- You must enjoy working as part of a team and also recognise individual responsibility to contribute to the performance and success of the team overall. There should also be an understanding of the needs of others and a willingness to help and adopt a flexible approach to working patterns.
- You must be able to deliver high levels of accuracy, demonstrate attention to detail and care in performance of work.
- It is important to have good numeracy skills and be at ease working with numbers.
- You will be able to work independently, prioritising tasks. Additionally, you must have the ability to adapt to rapidly changing situations and workloads, be well organised and able to multi-task.
- You will be a proactive and enthusiastic team member, comfortable working under pressure and to challenging deadlines, when needed.

Desired skills and experience

	Essential	Desirable
You will meet our Occupational Requirement to be a practicing Christian as an active member of a local church and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement.	✓	
Have the Right to Work in the UK (we do not offer sponsorship arrangements).	✓	
Have at least 5 GCSEs at grade C/5 or above (or equivalent) including English and Maths.	✓	
You have good IT skills, including the ability to use Microsoft Word and Outlook to an intermediate level and be confident in using the internet. Preferably, you'll have experience in using other Microsoft Office programs, such as Excel, to an intermediate level.	✓	
You have worked in a customer service role and understand the importance of delivering excellent service	✓	
You have worked in a role providing customer support by phone and/or email		✓
You have experience working in an administrative capacity and following strict processes and procedures.		✓
You will have some experience communicating and explaining processes and procedures to customers.		✓
You have a general understanding of the UK charity sector, particularly charity finance and/or the variety of ways gifts can be made in the UK (e.g. Gift Aid, Legacy giving). Experience with church finance or administration would be ideal, but is not essential.		✓
You have had some recent experience of working for a mission agency or a Christian charity.		✓

Working for us

Q. What are the usual working hours?

A. Stewardship's normal office hours are 9am to 5pm, Monday to Friday, but you may be required to work flexibly between 8am and 6pm in accordance with the needs of the organisation.

Q. How much Annual Leave do you offer?

A. All full-time employees receive 27 days Annual Leave, and 8 days bank holiday leave.

Q. What are the pension arrangements?

A. Stewardship offers a generous pension contribution; the equivalent of 10% of your gross annual salary into a group personal pension scheme (applicable after 3 months service).
A salary sacrifice scheme for personal contributions is also available.

Q. Is it possible to work from home?

A. Yes, we are happy to offer flexibility for this role but would expect you to be able to work from our London office at least twice per month, or more frequently as the organisation requires.

Q. What staff benefits do you offer?

A. Once probation has been passed, there are number of benefits available to staff:

- Subsidised exercise membership
 - Contribution to your Stewardship Giving Account
 - Long service awards
 - Participation in the Cycle to Work Scheme
 - Death in Service benefit
 - Option to join a Health Cash Plan
 - Interest-free season ticket loan
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How to apply



Occupational Requirement (OR)

As a result of our Christian ethos, this post is covered by an Occupational Requirement (OR) under Part 1 of Schedule 9 to the Equality Act 2010. The successful applicant will be expected to be a practising Christian and to clearly demonstrate a personal commitment to the mission, principles, values, and practices contained in our Ethos Statement, by:

- Active membership of local church congregation.
- Undergoing course of teaching or training in personal financial stewardship and giving/generosity or experiencing the benefits from personal discipleship in this area.
- An understanding of the faith aspects of the work of Christian charities, including the preparedness to pray with colleagues, where appropriate.



Contact us

For any questions or to arrange an informal conversation about this role, please contact Joan Gray, People, Culture & Place Administrator, on:

Telephone: 020 8502 5600 extension 307

Email: careers@stewardship.org.uk



How to apply for this position

You can apply online for this role at www.stewardship.org.uk/jobs

Please remember to also upload a copy of your C.V. along with a covering letter that demonstrates what you would bring to this role, to Stewardship and how you fulfil the Occupational Requirement.

Stewardship

1 Lamb's Passage, London EC1Y 8AB

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