

# Office Administrator

Role Description and Recruitment Pack



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# Role overview

<b>Title:</b>	Office Administrator
<b>Reports to:</b>	Head of People, Culture and Place
<b>Hours:</b>	35 hours per week
<b>Contract:</b>	Permanent
<b>Location:</b>	1 Lamb's Passage, London, EC1Y 8AB <i>This role is office-based only.</i>
<b>Salary:</b>	£25,000 p.a. plus generous benefits
<b>Closing Date:</b>	4pm on Thursday 1 <sup>st</sup> February 2024 Interviews week commencing 5 <sup>th</sup> February 2024.

## Why this position is important to us

We're embarking on a new strategy which envisions a thriving Kingdom economy where all of God's people steward resources wisely and generously to advance the Gospel.

Our products and services include digital giving products, accounts examination and payroll services, loans and deposits for churches and charities, and the specialist support of individuals in Christian ministry.

We have a new leadership team in place and now we're looking for additional colleagues to help release capacity and keep our office running smoothly, so that our teams can perform at their very best and we can do more to serve Christians in the UK.

As part of the People, Culture & Place Team, you will provide essential support to our keep our reception, office facilities and teams well administered, so that we can carry on moving forward towards our vision.

## The impact you will have in this role

As Stewardship grows and our exciting new strategy begins implementation, you will be demonstrating the spiritual gift of administration every day to create a well-maintained and comfortable office environment for colleagues and visitors, as well as picking up a variety of administrative tasks to support remote and hybrid-working teams, as well as the Executive Team, to lighten their burden and help them through particularly busy times.

# 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 30,000 Christians experience the joy of being 'actively generous', supporting over 4,000 churches, 2,300 Christian workers and 6,000 charities.

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

# Job detail

## Overview

We're searching for an Office Administrator to work primarily as part of the People, Culture and Place Team, but also working closely with the Giving Services Team to provide administrative support and with the Executive Team to assist with diary management and other tasks.

## Main responsibilities

Main responsibilities and duties include, but will not be limited to:

### Facilities Administration

- Assist the Head of People Culture and Place with all aspects of facilities management – for example, administering the service schedule for equipment, organising contractor appointments and looking after them when they visit the office.
- Maintain the meeting room diaries and ensure rooms are correctly set up for internal and external meetings.
- Assist teams with the set up and administration of office-based events, for example book launches, focus groups, and other client meetings.

### Reception duties

- Be the welcoming face of Stewardship for visitors to our offices, staff and guests alike, whilst ensuring that our security procedures are maintained.
- Handling telephone queries coming through to reception and general enquiries, for matters that aren't covered by our customer service teams.
- Responsible for keeping the office reception area clean and tidy to create a great first impression for anyone using our space.

### General and Team Administration

- Provide admin support to customer service teams, particularly data entry and scanning of certain application forms and vouchers received from clients or future clients.
- **Post** – assist with receiving and opening post and distributing this throughout the organisation. Help teams to print and prepare outgoing post and deliver this to the post office twice each week.

- **Banking** – process cheques and ensure that they are physically banked each day (a walk to our closest branch each day).
- **Office Supplies** - Responsible for the ordering of basic kitchen supplies, office stationery and branded stationery, as required.
- **Executive Team and Trustee support** – help with diary and appointment management, arranging meetings and other administrative tasks, as required by the executive team and trustees.

Other duties as directed by the Head of People, Culture and Place.

## 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 be a practicing Christian and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement. You should also be able to demonstrate enthusiasm for the Christian purposes of the organisation and a readiness to support and contribute to its ethos.
- You must have customer service experience of some form but preferably in a similar environment to where you'd be at Stewardship.
- You must have excellent verbal and written communication skills and be able to communicate clearly, effectively and appropriately, depending on your audience.
- You will be self-sufficient and able to take your own initiative, as well as being an excellent team player.

## Desired skills and experience

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).	✓	
You must have excellent communication skills, both oral and written, and be able to communicate clearly and effectively in written correspondence. You'll have a talent for explaining things in a calm, reassuring, straightforward manner, with the ability to connect and collaborate with people of all ages, experience, and background.	✓	
You must be able to demonstrate the need for confidentiality and discretion.	✓	
You must enjoy working as part of a team and recognise individual responsibility to contribute to the performance and success of the team. There should also be an understanding of the needs of others with a willingness to help.	✓	
You should have good IT skills, including the ability to use Microsoft Outlook, Word and Excel to an intermediate level.	✓	
You must have had experience working in a customer service role and be able to demonstrate professionalism and excellence in each interaction.	✓	
Experience of facilities management		✓

# Working for us

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**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.

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**Q. How much Annual Leave do you offer?**

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

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**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.

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**Q. Is it possible to work from home?**

A. No, this role is office-based 5 days per week.

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**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 charitable 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.
- An understanding of the faith aspects of the work of Christian charities, including the preparedness to pray with colleagues, where appropriate.



## How to apply for this position

You can apply online for this role at [www.stewardship.org.uk/about-us/careers](http://www.stewardship.org.uk/about-us/careers)

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.



## Contact us

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

Telephone: 020 8502 5600 extension 307

Email: [careers@stewardship.org.uk](mailto:careers@stewardship.org.uk)