

Application Details: Operations Administrator



Introduction

True Freedom Trust (TFT) is looking to recruit for the part-time post of *Operations Administrator*.

We are a small Christian charity, well respected across the church for providing pastoral support and teaching for over 45 years around issues relating to same-sex attraction. We speak at churches across many denominations as well as at Bible colleges and Christian events around the UK & Ireland. You can find out more about us at our website: truefreedomtrust.co.uk

The Person

It is an occupational requirement for this role to be a Bible-believing Christian. Applicants will need to affirm their belief in both the [Evangelical Alliance statement of faith](#) and also the TFT [Basis of Belief](#).

Applicants will be those who are excited to be involved in using their skills to further the work of TFT. They will also be team-minded, proactive, organised, resilient and self-motivated in their work. Please see the Person Specification below for more detail.

The Role

The purpose of the *Operations Administrator's* role is to keep TFT's operations running smoothly by managing the finances, governance and HR. This person will also drive our social media and fundraising activities, in order to increase engagement with the ministry.

There is existing office space in Wirral (near Liverpool) for this work, and preference will be given to candidates who can spend most of their time at the office, working alongside other team members. Much of the work could though be done at any location with internet access.

Please see the Job Description below for more detail.

Application process

If you would like to apply for the position of *Operations Administrator*, please email the application form (available as a separate download) along with your CV (optional) to stuart@truefreedomtrust.co.uk before the deadline of 5pm Monday 16th September 2024.

Interview dates and locations will be determined once applications have been received. Successful applicants will be advised of these after the deadline above.

Job Description: Operations Administrator



This job description is to be read in conjunction with the Person Specification

Main Terms and Conditions

Reports to: Director

Hours of work: 4 days/week (32 hours per week, including a 30-minute paid lunch break each day). In addition, paid attendance would be required at National and Day Conferences, Staff Away Days and one Trustee meeting each year.

Location: Office space is available in Wirral, UK. Alternatively, remote working is possible from home anywhere in the UK, with a home-working allowance where the person is not able to work in the Wirral office. Occasional UK-based travel would be required.

Salary: £26-30k per annum full-time-equivalent, depending upon experience. The amount would be pro-rated according to the 4-day week. Reviewed annually according to the Remuneration Policy

Fixed term: 2-year contract, with the intention of the position becoming permanent once ongoing funding is secured

Purpose of this role

The *Operations Administrator* will keep TFT's operations running smoothly by managing the finances, governance, HR and systems. This person will also drive our social media and fundraising activities, in order to increase engagement with the ministry.

Main Duties and Responsibilities

Finance

- Use accounting software (currently Quickbooks) to record, analyse and report on all areas of income and expenditure
- Monitor TFT's bank accounts & undertake banking duties
- Act as point of contact for the Charity Commission and HMRC, including submission of annual returns and Gift Aid claims
- Review/renew annual insurance policy
- Import contributions annually to the secure database

Fundraising

- Develop and implement an annual Fundraising Strategy
- Coordinate periodic fundraising appeals (e.g. #GivingTuesday, inviting legacies)
- Monitor and report on fundraising outcomes to the *Director* and *Treasurer*

- Encourage donor retention by answering their enquiries, thanking them for their donations and sending them annual statements/cards

Governance

- Organise the venues/food/equipment for staff and trustees' meetings
- Develop, implement and maintain TFT's Policies and Procedures. Catalogue and review them systematically with the staff team and trustees, ensuring all legal, regulatory and statutory requirements are met

Staff Team Administration

- Liaise with payroll (Stewardship) around employee pay, overtime, pensions and other adjustments
- Process staff/volunteer expense claims
- Administrate online HR system (BreatheHR), including calculating holiday allowances and the induction of new staff
- Organise labels, postage and packing for quarterly Ascend magazine
- Monitor and procure office supplies/equipment and arrange annual safety checks

Communications & Social Media

- Identify social media activities to inspire engagement with TFT, and champion social media across the staff and VW teams
- Take phone calls to the main TFT phone number during office hours, dealing with enquiries where possible and referring requests requiring more specialist consideration to other team members
- Promote, develop and maintain TFT's brand identity across staff and VWs
- Oversee the info@truefreedomtrust.co.uk email account, including voicemails, and forward to others in the staff team, as appropriate

Other

- Undertake any other duties as appropriate to the post. Work according to the TFT Policies and Procedures maintaining professional boundaries and issues of confidentiality
- Prepare occasional short Bible 'thought' or case study for weekly team calls, according to rota
- Prepare members' prayer newsletter, according to rota

Person Description: Operations Administrator

	Essential	Desirable
Character & Beliefs	<ul style="list-style-type: none"> • Growing relationship with Jesus • In full agreement with (and living according to) the TFT Basis and Statement of Faith • Proactive, reliable, organised and self-motivated even when working alone • Excellent attention to detail • Team-oriented, able to communicate effectively with a geographically-dispersed small team • Teachable and eager to learn and grow 	<ul style="list-style-type: none"> • Resilient when under pressure or communicating a minority viewpoint • Passion for effective administration • Can motivate and inspire others, including volunteers, even when communicating remotely
Skills & Knowledge	<ul style="list-style-type: none"> • Proficient with IT • Willingness and ability to discern own training needs and to learn technical skills as required • Able to solve problems independently • Communicates well through email, video/phone calls and in person 	<ul style="list-style-type: none"> • Able to discern own training needs • Understands GDPR principles • Familiar with bookkeeping principles and systems (eg Quickbooks) • Familiar with Charity Commission and HMRC requirements • Consults effectively with staff, volunteers and members
Experience	<ul style="list-style-type: none"> • Experience with administration 	<ul style="list-style-type: none"> • Experience of working with volunteers • Experience of administrating social media groups and promoting via social media • Experience of working in the voluntary sector • Experience of fundraising

Review of this Job Description and Person Specification

This Job Description and Person Specification will be reviewed with the post-holder annually and changed by mutual agreement to reflect the role as it develops, or more frequently if required.

Job description and Person Specification created – July 2024