

Job Description

October 2025

JOB TITLE	Support Services Administrator
WORK BASE	Aid to the Church in Need UK, UK National Office
REPORTS TO	Head of Support Services
COORDINATING WITH	Colleagues across all departments of ACN (UK)

WHY WORK AT AID TO THE CHURCH IN NEED?

ACN is a Catholic charity bringing spiritual and practical help to Christians – especially those who are persecuted for their beliefs. We carry out our mission of reconciliation and love through local Church partners: supporting priests, Sisters and catechists, building churches, providing transport, training seminarians, and providing religious literature and media - as well as supplying emergency aid for Christians struggling to survive or fleeing persecution. ACN also advocates on behalf of suffering Christians denied a voice. Through prayer, information and action we are keeping the Faith alive in a troubled world.

MAIN PURPOSE

The Support Services Administrator plays a vital role in ensuring the smooth and efficient operation of ACN's offices in Sutton and Motherwell, as well as supporting remote staff. This position supports a wide range of functions including cross-departmental coordination, technical support, and office and facilities management.

KEY RESPONSIBILITIES

1. Office & Facilities Administration

- Manage incoming and outgoing post and courier services.
- Maintain office supplies, furniture, and equipment.
- Coordinate with maintenance staff and contractors to ensure a safe, clean, and functional work environment.
- Greet and assist visitors, manage deliveries, and ensure hospitality standards are upheld.

2. Hospitality & Event Support

- Organise hospitality for meetings and events, including catering and room setup.
- Assist the Events Manager with internal and external events, which may occasionally require evening attendance.

3. Procurement & Inventory

- Support procurement of office supplies and equipment.
- Monitor inventory levels and liaise with suppliers to ensure timely delivery.

4. Room & Space Booking

- Manage scheduling and booking of meeting rooms and event spaces.
- Assist with room setup and breakdown for meetings and events.

5. Documentation & Systems

- Maintain and organise company records and documentation.
- Assist in preparing reports and presentations.
- Support the implementation and maintenance of office systems and troubleshoot basic technical issues.

6. Technical Support

- Collaborate with the Support Services team to install and maintain IT and telephone systems.
- Create user-friendly guides and documentation for software applications.

7. Departmental Support

- Provide ad-hoc support to departmental heads.
- Cover for Support Services team members when needed.

8. Additional Duties

- Undertake any other tasks reasonably required in line with the role's responsibilities.

PERSON SPECIFICATION

- Experience in administrative or support roles is desirable.
- Strong organisational and multitasking abilities.
- Excellent communication and interpersonal skills.
- Proficiency in Microsoft Office Suite and relevant software.
- Ability to work independently and collaboratively.
- Attention to detail and problem-solving mindset.
- Professional and friendly telephone manner.
- Willingness to learn and adapt under pressure.
- Familiarity with office management procedures and basic accounting principles.
- Creative, practical, and proactive approach to work.
- Motivated by the cause supported by Aid to the Church in Need.
- Ideally experience of or an interest in the charity sector.