

Job Description

January 2023

JOB TITLE	Support Services Co-Ordinator
WORK BASE	Aid to the Church in Need UK, UK National Office
RESPONSIBLE TO	Head of Support Services
CO-ORDINATING WITH	National Director HR Manager SMT Fundraising and Marketing Dept Trading Dept Data Input team

MAIN PURPOSE

Working with the Head of Support Services to support the smooth running of the ACN Sutton office as well as the branch offices in Lancaster and Motherwell.

RESPONSIBLE FOR

Areas of Responsibility will include, but not be limited to:

Departmental Support

- Assist the Events Manager with the preparation and running of internal and external events (potentially involving attending some evening events)
- Assist with the set up and operation of internal studio recordings
- Assist Departmental heads with ad-hoc tasks
- Supporting the Data Input team with processing post

Technical Support

- Acting as the IT support desk liaison
- Supporting the Head of Support Services in managing the hardware across ACN
- Phones support
- Supporting the Head of Support Services in maintaining the AV studio equipment

Office/Facilities Administration

- Visitor Hospitality – meeting and greeting visitors to the building
- Processing the incoming and outgoing post in the Sutton office and booking couriers as required
- Supplier and Partner Liaison
- Receiving deliveries to the Sutton office
- Answering the phone as required
- Maintaining and ordering office supplies
- Working with the Head of Support Services in maintaining the infrastructure of the ACN properties
- Creating and maintaining documentation pertaining to office procedures and risk assessments etc

- Other duties that may reasonably be required in line with your main duties

EXTERNAL AND INTERNAL RELATIONSHIPS

The role will also require developing strong working relationships and liaising with individuals both within and outside Aid to the Church in need. Internally, these include the SMT, the Sutton based staff and the administrators in Scotland and the North-West. Externally these include our suppliers, our building maintenance provider and our contact with our Sutton Office tenants.

PERSON SPECIFICATION

Technical Competencies:

- Competent user of MS office or M365 products
- Good verbal and written communication and negotiation skills.
- An eye for detail.
- IT literate: Microsoft Office suite including Excel, Word and PowerPoint essential.
- Experience of working in an office environment

Personal / Interpersonal Competencies:

- Excellent inter-personal skills.
- Strong organisational skills – able to prioritise and willing to “own” distinct areas of work.
- A self-starter, able to work both independently and as part of a team.
- Tenacity, persistence, and flexibility.
- Ability to work well under pressure.

Strategic Competencies:

- Sympathy with the mission and values of Aid to the Church in Need
- Ideally experience of, or an interest in, the charity sector.