



Job Description

February 2025

JOB TITLE	Support Services Administrator
WORK BASE	Aid to the Church in Need UK, UK National Office
RESPONSIBLE 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 will play a crucial role in ensuring the smooth operation of the Support Services Team, and the wider organisation, by managing invoices, handling post and couriers, providing hospitality services, assisting with procurement, booking rooms and spaces, overseeing facilities, assisting with event preparation, maintaining documentation, and supporting various systems.

RESPONSIBLE FOR

Key areas of responsibility include but are not limited to:

- **Invoices:** Record incoming departmental invoices on the accounts system and maintain records of all financial transactions related to these invoices.
- **Post and Couriers:** Collect and distribute incoming mail, process outgoing mail and parcels, and booking couriers.
- **Hospitality:** Coordinate hospitality services for meetings and events, arranging catering and refreshments as required, and ensuring meeting rooms are set up and equipped appropriately.
- **Procurement:** Assist in the procurement of office supplies and equipment. Maintain inventory levels and reorder supplies as necessary and liaise with vendors and suppliers to ensure timely delivery of goods.
- **Booking Rooms and Spaces:** Manage the booking of meeting rooms and event spaces, coordinating schedules to ensure availability of required spaces, and assisting with the setup and breakdown of rooms for events.
- **Facilities:** Coordinate with maintenance staff and external contractors to ensure a safe and clean working environment.
- **Documentation:** Maintain and organise company documents and records and ensure proper filing and retrieval of documents. Assist with the preparation of reports and presentations.

- **Systems:** Support the implementation and maintenance of office systems and ensure efficient operation of office equipment and software. Troubleshoot basic technical issues and liaise with IT support.
- **Additional tasks:** Undertake any other duties and reasonable requests that are in keeping with the nature of this post

EXTERNAL AND INTERNAL RELATIONSHIPS

Management and Team Member

This post will report to the Head of Support Services, with whom immediate as well as long-term targets will be agreed and will also work closely with the Support Services team.

This role will also develop strong working relationships and liaise with colleagues across all of ACN (UK) and external contacts as required.

PERSON SPECIFICATION

Technical Competencies

- Proven experience in an administrative or support role.
- Excellent verbal and written communication skills.
- Attention to detail and problem-solving skills
- Proficiency in Microsoft Office Suite and other relevant software.
- Friendly and professional telephone manner.

Personal / Interpersonal Competencies

- Strong organisational and multitasking skills – able to prioritise and willing to “own” distinct areas of work.
- Creative and practical.
- A self-starter, able to work both independently and as part of a team.
- Tenacity, persistence and flexibility.
- Willing to learn and ability to work well under pressure.

Strategic Competencies

- Motivated by the cause supported by Aid to the Church in Need.
- Ideally experience of or an interest in the charity sector.