



Administrative Assistant Job Description

Job Title:	Administrative Assistant
Responsible to:	Operations Officer
Location:	Teddington Office Hybrid*
Hours:	Part-time (17.5 hours across the week)
Salary:	£23,400 per annum pro rata <i>London weighting if applicable: £25,642.50</i>

This is a 12 month fixed term contract.

Purpose of the Organisation:

Restored has a mission to speak up about violence against women, and to equip the Church to stand against domestic abuse and with survivors.

Our work is focussed on three key areas:

1. **Speaking Up:** We raise awareness of Violence Against Women and Girls (VAWG) in the Church and in the public space. We speak on behalf of survivors in parliament, the UN and in the Church to make their voices heard and their stories recognised
2. **Equipping the Church:** We create resources and deliver training to churches, Bible colleges and individuals to help them recognise and respond to Domestic Abuse. We are growing a network of churches committed to standing against domestic abuse and with survivors. We call this the Restored Beacon Network.
3. **Supporting Survivors:** We host an online community of over 500 women who have been subjected to domestic abuse, providing a safe space for them to navigate their way to recovery. We provide well-being groups, and recovery courses and facilitate peer support.

*As a hybrid worker the expectation is that you will spend around 20% of your working time in our office.

Main purpose of the Role:

In this role, you will be a key member of the Restored team, delivering high-quality administrative support to enable the smooth and efficient delivery of our survivor support work and training for churches.

Position in Organisation: The Administrative Assistant will report to the Operations Officer.

Scope of Job: Responsible for:

1. Responding to initial enquiries via phone, email and social media
2. Providing administrative support to the staff team
3. Own spiritual development and contribution to the spiritual life of Restored

Duties and Key Responsibilities

1. Responding to initial enquiries via phone and email

- Being the first port of call for all queries for Restored
- Fielding calls from survivors of violence to appropriate members of the team, and when necessary providing them with accurate information as required and praying with them (training will be provided)
- Managing incoming post
- Managing the generic contact email address for Restored: info@restored-uk.org
- Responding to enquiries and messages on social media.

2. Providing administrative support to the staff team

- General office administration, including but not restricted to:
 - liaising with churches and the training team to coordinate dates for training.
 - administrating communications pre and post-training events
 - liaising with course facilitators to arrange dates for survivors' courses.
 - processing donations and sending thank you letters.
 - Assisting with the set up and scheduling of marketing emails and social media posts

- o Overseeing resource stock levels and ensuring resources are kept in sufficient supply
- o Administrating membership of CNEDA (the Christian Network to End Domestic Abuse)
- Maintaining and updating database systems, including Salesforce and Mailchimp.

3. Own Spiritual development and contribution to the spiritual life of Restored

- Living out Christian standards in the working environment and leading by example, taking part in and leading from time to time, Restored’s sessions of prayer and biblical reflection.
- Working to Restored’s mission and values and beliefs statement. Committing to actively working in accordance with our Christian beliefs as expressed in the statement of faith.
- Maintaining your own spiritual development and relationship with God.

Person Specification

Job Title: Admin Assistant

ATTRIBUTE/SKILL	ESSENTIAL	DESIRABLE
EDUCATION/ QUALIFICATIONS	5 GCSE's including English and Maths	
EXPERIENCE	Proven ability in: <ul style="list-style-type: none"> ● administration ● working effectively in a small team 	Direct experience of the charity sector Knowledge of violence against women charity sector
SKILLS/ABILITIES	Excellent administration skills	Working knowledge/experience of Salesforce or similar CRM system

	<p>Outstanding Customer Service skills</p> <p>Resilient, positive, numerate and detail oriented</p> <p>Organised and able to prioritise workload in a fast-paced environment</p> <p>Able to prioritise multiple tasks and responsibilities</p> <p>Excellent verbal and written communication skills</p> <p>Strong IT Skills (G Suite including Google Sheets, Zoom, MS Excel, database systems)</p>	
<p>PERSONAL QUALITIES</p>	<p>Committed Christian</p> <p>Collaborative worker</p> <p>Concerned about ending violence against women</p>	

How to apply

Please send a one page cover letter, illustrating how you meet the criteria for this role, alongside your CV to jobs@restored-uk.org. Applications close at 5pm on Friday 2nd August.