



## **Job Description: ADMINISTRATION ASSISTANT**

**FRRME are a faith based relief organisation looking for an enthusiastic and capable Administration Assistant to join our small friendly team.**

FRRME is looking for an Administration Assistant to support the work of this UK registered charity providing relief and reconciliation in the Middle East. The successful applicant will become a key part of our small but capable team of staff based in North East Hampshire.

<b>Summary of Role:</b>	<p>Assisting with administration, correspondence with our FRRME donors and updating database records.</p> <p>Participate in the efficient and effective administration of the FRRME at the Petersfield office, under the supervision of the Office Manager.</p> <p>Updating the WordPress website with reports and photographs provided by the Projects Team, and assisting with putting together our monthly Prayer Diary.</p> <p>Being the first point of contact for many supporters when they contact our office by telephone or email.</p> <p>We are a Christian UK-registered charity and it is a genuine occupational requirement that you are a committed Christian and in full agreement with the aims and objectives of FRRME.</p>
<b>Line Manager:</b>	Office Manager.
<b>Hours:</b>	35 hours per week. Job share possible.
<b>Remuneration:</b>	£18,200 per annum.
<b>Annual Leave entitlement:</b>	4 weeks equivalent.
<b>Probationary period:</b>	A 3 month probationary period.
<b>Application &amp; closing date:</b>	CV and covering letter to <a href="mailto:Fiona@FRRME.org">Fiona@FRRME.org</a> or by post to: FRRME, PO Box 229, Petersfield, Hampshire GU32 9DL by <b><u>Midday, Monday 24<sup>th</sup> July, 2017.</u></b>

**JOB CONTEXT:**

FRRME promotes conflict resolution and reconciliation in the Middle East, specialising in conflicts where there is a religious component to the violence. It also provides humanitarian relief and economic rejuvenation in areas where conflict has caused poverty and hardship.

FRRME is a Christian non-profit organisation and a registered UK charity. Since the ISIS incursion in 2014 FRRME now operates in three areas: Baghdad, Northern Iraq and Jordan, caring for over 5,000 families on a monthly basis. In Baghdad, it finances St George's Medical Clinic, tending to 100 patients every day, and provides emergency relief to over 100 Iraqi Christian families. In Northern Iraq FRRME cares for both Christian and Muslim IDPs, displaced from their homes into the many refugee camps surrounding Mosul and Erbil. In Jordan FRRME cares for some 700 Iraqi Christian refugee families, caught in a poverty trap between waiting, unable to work, and the delays in obtaining asylum in Canada and Australia.

FRRME works closely and collaboratively in relief partnerships with Iraqi Church leaders, and from across the sectarian and ethnic divides with minority groups. FRRME is committed to seeing peace building through reconciliation of communities and economic rejuvenation.

The support of this work by our relief workers in the Middle East is provided by the small but highly capable team of UK staff based in Hampshire, UK.

**JOB DESCRIPTION:**

The role includes, but is not limited to, the following:

1. Assisting with administration correspondence with FRRME donors and updating database records.
2. Maintain good relationships with FRRME supporters and donors through running clear and efficient administrative systems.
3. To provide timely and appropriate messages of thanks by way of emails, letters and cards to donors for donations received for the work of FRRME.
4. To manage the electronic donor databases accurately.
5. To capture Gift Aid information and liaise with the Finance Assistant in maintaining accurate Gift Aid records.
6. To follow financial administrative systems within the office, including the paying-in of cheques and the highlighting of restricted funds to the Office Manager and Finance Assistant.
7. To support the efficient running of the administrative systems of the office in co-operation with the Office Manager.

8. To assist with updating the website on a regular weekly basis, with photographs and reports provided by the Project Officer and Office Manager.
9. To assist with the writing of the monthly Prayer Diary for supporters.
10. Being the first point of contact for many supporters when they contact our office on the telephone or by email.
11. We are a Christian UK-registered charity and it is a genuine occupational requirement that you are a committed Christian and in full agreement with the aims and objectives of FRRME.
12. Complying with the standards and procedures as set out in the Staff Handbook.

**PERSON SPECIFICATION:**

**Skills and qualifications:**

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| You will be able to communicate clearly with supporters and donors, both verbally and in writing.  | E |
| You will have experience of being an administrator.  | E |
| You will be exceptionally well organised.  | E |
| You will be experienced at operating Microsoft Word and Excel software.  | E |
| You may have some experience with charity accounts.  | D |
| You will be able to work calmly and effectively in a pressured environment, in this case caused by the ongoing security situation in Iraq. | D |

**Personal attributes:**

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| The role will require participating in weekly staff prayers. It is a genuine occupational requirement that you are a committed Christian, fully in agreement with the aims and goals of FRRME. | E |
| You will be a team player with a servant heart, willing to support team members in their roles.  | E |
| Much of FRRME's work is very sensitive. You will be discreet, and will observe FRRME's confidentiality agreement at all times.   | E |