

**Job Description**

| Job Title | **Development Team and Operations Team Administration Worker** |
| --- | --- |
| Location | Torch House or Working From Home |
| Reports to | Head of Services and Head of Finance and Operations |
| Responsible for | No line management |
| Hours | Up to 34 hours/week (Post can be split into 2 posts) |
| Salary | Band S2, £21,653.10 (FT – 35 hours) |

### This is a role with an occupational requirement of being a practising Christian.

### Main Purpose

1. To provide administrative support to the Development Team with a key focus on recruiting and supporting volunteers, supporting Torch Fellowship Groups, arranging Regional events, supporting the Torch Together holiday programme and engaging with external partners and supporters.
2. To provide administrative support to the Operations Team with a key focus on bookkeeping and health and safety.

### Main Duties and responsibilities:

* To facilitate the development and running of a system for recruiting and supporting volunteers.
* Engage and support Torch Fellowship Groups and Regional Coordinators and prepare communications and events so that they feel more connected to Torch.
* Arrange Regional and Drop in Centre events across the UK and work with key stakeholders with regards to the planning.
* Support the planning of the Torch Together holiday and events programme by working closely with staff, volunteers and venues.
* Liaise with local Sight Loss Agencies and other partners like Visionary to promote events and services.
* Respond to requests to attend exhibitions and events where speakers or stands are required.
* Produce posters, leaflets and email and website updates to support and promote our events and services.
* Create social media posts and contribute to various communications which go out to our supporters and clients.
* Fully engage with Torch’s safeguarding policy and undertake the relevant training for your role.
* Pray with supporters when required during the course of your work.
* Manage supporter and trust relationships by making outgoing thank you calls and sending reports, updates and letters.
* Update the Customer Relationship Management system and various spreadsheets with donor activity.
* Keep a record of required annual inspections and training for health and safety purposes.
* Assist in maintaining a schedule to meet Health and Safety obligations, including Fire Safety.
* Provide bookkeeping assistance: create invoices and submit both VAT forms and monthly payroll deductions.
* Undertake such other duties as the Head of Services or Head of Finance and Operations may from time to time determine.
* This job description will be subject to review and amendment to meet the changing needs of the organisation.
* Fully engage with the wider life of Torch Trust, contributing to prayer meetings, being involved as appropriate with other Torch services, supporting colleagues etc.

**Person Specification:**

You will have excellent interpersonal skills and understand how to communicate effectively, demonstrating the ability to work collaboratively with a range of different stakeholders.

It will be essential that you are well organised, able to plan ahead, work independently with minimum supervision and can organise your time effectively.

You will be confident in I.T. and range of system processes, proactive, creative, and able to use your own initiative.

You will be reliable, always on time with a committed work ethic, always looking for what is the next task.

Able to fully support Torch’s values as a committed and practising Christian with an active personal relationship with God.

The ability to work effectively to deadlines, meet agreed tasks and achieve demonstrable results.

You will be a team player who welcomes collaboration with their colleagues, takes on board ideas from others and can accept comments and feedback on their work.

**Contract and Work Pattern**

This is a permanent contract up to 34 hours per week.

 Mandy Blow
 Head of Services

 October 2023