

Job Profile

Network Management Support Officer

Context:

The Network Management team is responsible for managing and developing CAP's network of centres and the staff that run those centres. The network management team is made up of Regional Directors, Region Leaders, Area Managers, and the support team.

Purpose:

The Network Management Support role exists to help managers within the Network Management team make the most effective use of their time by dealing with administrative and secretarial tasks. To organise regional events, answer phone and email queries.

Passion:

The Network Management team are passionate about developing our network to offer life transforming CAP services to local communities across the UK and giving our clients the opportunity to hear and respond to the love of Jesus

Personality:

We are a relational and fun team, driven to enable and empower our partner churches to strive for excellence.

Role

Accountabilities:

Network Management

- Be the first port of call for general queries from centres, partner churches, and Area Managers.
- Providing advice for centres and churches in the absence of the Area Managers or Region Leaders.
- Managing the run through inbox and booking in appointments.
- Signposting and liaising with internal departments to ensure the resolution of queries.
- Preparing for regional selection days - ensuring all paperwork is printed.
- Dealing with all enquiries for existing centres wanting to add or replace coaches.
- Arrange travel and accommodation for the network management team including completing expense claims.
- Liaise with external print suppliers to resolve delivery or supply queries from Network Staff.
- Compiling and sending out information and updates to centre staff and Area Managers.
- Distributing complaints in the absence of Complaint Manager
- Collate stats and information as requested.
- Other administrative and organisational tasks as they arise.

Measurable Outputs:

- Respond to emails and voicemails within two days.
- Smooth organisation of travel and accommodation.

- Respond and book run throughs requests within 24 hours of receipt.
- Planning of key events and booking of venues with as much notice as possible.
- Ensuring complaints are distributed within 24 hours of receipt.
- Dealing with administrative requests in a timely manner.
- Preparing paperwork and applications for interview days with 24hrs notice.

Culture:

- Clearly live out and embrace the cultural values of CAP.
- Clearly demonstrate a heart and passion for the charity.

Other responsibilities include

- Being willing to pray with staff.
- To encourage friends, family and other contacts to support the charity through the Life Changer program, and other fundraising initiatives.

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

Person

Education:

- GCSE Maths & English or equivalent qualification that indicates a good level of literacy and numeracy

Experience:

- Experience of having to work on your own and as part of a team
- Phone and email based customer service experience
- Secretarial/PA/Administrative experience

Skills/Abilities:

- Excellent organisational skills
- Excellent written and verbal communication skills
- Ability to follow verbal and written instructions as well as use initiative
- Ability to see through a project from start to finish
- Ability to problem solve and driven to find solutions
- A love for detail and excellence
- Ability to work accurately and pay attention to detail
- Logical, articulate approach to work, prioritising workload efficiently
- Confident computer user including Word, Excel and the internet
- Discretion and confidentiality essential
- Knowledge and understanding of CAP would be beneficial

Christian Commitment

- The candidate must be able to give both verbal assent to and practical demonstration of Christians Against Poverty's Statement of Faith and Core Values



- Must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of own personal faith and in line with CAP's Statement of Faith.

All adults working in, or on behalf of CAP have a responsibility to safeguard and promote the welfare of children and adults. This includes: A responsibility to ensure a safe environment in which CAP Services can be delivered. Identify children and adults where there may be safeguarding concerns and to follow the CAP Safeguarding Policy in addressing any concerns appropriately.

Last Updated: October 2020