**JOB PROFILE:** Support Worker

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| Mission Area | Team |
| Mission Development | Regional Mission |
| Position of Job in Organisation |
| The Support Worker will report to the National Mission Co-ordinator (Wales). |
| About Scripture Union in England and Wales |
| Scripture Union is a national mission-movement, the aims of which are to create opportunities for children and young people to explore the Bible, respond to Jesus and grow in faith. Our priority is to reach those who don’t yet know Jesus. In all its work, Scripture Union aims to care for children and young people, share God’s good news, and offer choices and opportunities, whilst being credible, relevant, and inspiring. |
| Vision of SU in England and Wales |
| Our vision is to see a new generation of children and young people have a vibrant, personal faith in Jesus. |
| Purpose of the team |
| To fulfil the mission of Scripture Union within Wales, to pioneer and create opportunities for children and young people, who are found in the 95% of those outside the church, to explore the Bible, respond to Jesus, grow in faith, and become sharers of the good news of Jesus for themselves. Our priority is to reach those who don’t yet know Jesus by helping them to *connect, explore, respond,* and *grow*. |
| Purpose of the job |
| To support Scripture Union’s Ministry by providing communications, organisational and administrative service within Wales. The Support Worker relates closely to the rest of the national team, participating in and supporting national activities, taking responsibility for specific administrative projects and tasks. |
| Safeguarding |
| All Scripture Union staff take responsibility for protecting children and young people from all forms of abuse and for reporting any disclosures of abuse in addition to suspicions or concerns, in line with Scripture Union’s safeguarding policies. |
| Dimensions and quantities |
| The most important dimensions and quantities for this job are:* Communications: Liaising with a range of team stakeholders using a variety of tools in both English and Welsh.
* Meetings: Co-ordinating a range of national meetings and gatherings with associated administration, including attendance and note-taking where required.
* Data: Handling and processing national data requirements within General Data Protection Regulation (GDPR) guidelines.
* IT / Administration: Administering a range of tasks using a variety of IT solutions.
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| Key accountabilities: |
| The key accountabilities for this job are to:* Act as first point of contact for national enquiries.
* Support with Welsh language communications e.g., newsletter, website, social media, responding to enquiries in Welsh, including translation of centrally produced comms and marketing material and proof-reading both English and Welsh text.
* Liaise with, and maintain a network between the national staff team, Faith Guides, Local Mission Partners (LMPs) and volunteers.
* Book venues (e.g., churches) and oversee bookings and related administration for national gatherings.
* Produce accurate notes of discussions and decisions taken during national meetings.
* Assist with the national Faith Guide registration process and data management and volunteer appointments and clearing processes.
* Manage national data within GDPR guidelines, including records of staff compliance (e.g., safeguarding, first aid).
* Ensure national staff prayer letters / newsletters are of a high standard and are circulated within set deadlines.
* Maintain and update national pages on the SU website.
* Undertake other administrative, supportive, and promotional tasks, in line with SU’s strategy, as required by the National Mission Co-ordinator (Wales).

In common with all members of staff, to* Further the aims and objectives of Scripture Union, working in accordance with its ethos.
* Be part of the prayer life and fellowship of Scripture Union, including staff prayers, days of prayer and worship, and staff conferences, which combine prayer, worship, and strategy.
* Undertake personal development through study and reflection, work reviews and in-service training.
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| Key performance indicators |
| The key performance indicators for this job are:* An approachable and efficient contact point for the wider national team and public.
* Events and meetings booked and administered effectively.
* Detailed records and data maintained efficiently.
* Developing competence in a range of IT solutions that enhance the ministry.
* Translation and proof-reading work completed accurately while meeting deadlines.
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| Educational and / or training qualifications and certificates |
| The person appointed will have: * A GCSE/O level standard in English and Mathematics, or equivalent experience will be considered.
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| Person specification |
| The person appointed will:* Be able to communicate effectively in the Welsh language, both written and spoken.
* Have strong administration and IT skills.
* Be self-disciplined, able to organise and prioritise their own workload, and manage multiple projects.
* Have the ability to manage time effectively to meet objectives and deadlines.
* Work as an effective team player within a geographically dispersed team.
* Have a total commitment to God and is a Christian disciple.
* Be able to help ensure that SU is aware of Welsh government policies as they affect the work of SU in Wales.

In common with all members of staff, the person appointed will:* Be a committed Christian in sympathy with the aims and ethos of Scripture Union who has an active involvement in the mission of a local church.
* Seek to have a sound biblical understanding that is applied in daily living and encouraged in the lives of others.
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| Necessary technical / functional skills |
| The person appointed will:* Communicate effectively in both English and Welsh with contacts, including team members, colleagues, supporters, and volunteers, both internal and external to the Movement.
* Have word processing skills for the creation, editing and production of documents.
* Have the ability to support the co-ordination of national events and activities, including the identification of venues, booking systems, production of event materials, supporting activities during the event and follow-up activities after the event, where appropriate.
* Have the ability to handle, analyse, interpret, and communicate data.
* Have the ability to administer processes methodically and with attention to detail (including proofreading skills).
* Be competent in the use of email, Office 365 (Word, Excel, Teams etc.) social media, databases and maintaining national website page.
* Have the ability to use a range of office equipment (such as photocopiers, laminators, printers, PCs, etc.) applying the necessary standards of health and safety and operating practice.
* Have the ability to handle multiple demands in a considered and timely manner.
* Be competent in Welsh translation and proof-reading in order to contribute effectively to our SU mission resource provision in the Welsh language as well as wider engagement with Welsh language churches, workers, volunteers and supporters. Be able to help ensure that SU mission is contextual to both church and wider culture of Wales.
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| Required behavioural competencies |
| Relationship building | Works to identify, build and maintain positive long-term relationships with colleagues and contacts. |
| Concern for impact | Anticipates and responds to the needs of others to achieve the required outcome. Develops and modifies approaches to reflect the feelings, views, and concerns of others in order to influence. |
| Thoroughness | Follows tasks through to completion and has an attention to detail and accuracy. |
| Flexibility | Willing to adapt thinking and behaviour to suit the requirements of different situations, demonstrating a flexibility of approach for the good of the movement. Able to see the value of an alternative view in different situations. |

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| Adverse Working Conditions  |
| Most of the working hours will be done in isolation, but with regular communication via telephone, video chat applications or email with the National Mission Co-ordinator (Wales). There are routine face-to-face team meetings (normally monthly), and some are held electronically.The role brings with it the need to travel, often taking resources, so the ability to drive and use a car is preferred. There is also a need to work unsociable hours. Occasional time will be spent away from the usual place of work to participate in residential meetings. The role is likely to be home-based. |
| Job profile updates |
| Updated by: Rhian Evans | Date: 26/08/2025 |
| Staff signatures |
| Line Manager:  | Date:  |
| Employee:  | Date:  |
| Human Resources:  | Date:  |