



## Role Description

Job Title:	Office Assistant
Position Type:	Volunteer
Location:	Hope for Children UK, Hemel Hempstead
Hours:	24 hours per week (hours flexible, can be term time only)
Reports To:	Marketing and Partnership Manager

### The Charity

Hope for Children is a local charity with a global impact.

We passionately believe that every child has the right to a happy, healthy and positive childhood. Almost half of the world's children are vulnerable and living in poverty. We are changing this by making a safe and fulfilling childhood a reality for more of the world's children.

We are improving children's access to education and healthcare, improving their confidence and self-esteem, and empowering their families to support themselves. Most importantly, we are giving them hope.

### Job Summary

We are seeking an Office Assistant (OA) to join our small, friendly team. The post-holder will provide comprehensive, confidential and professional day-to-day administrative support and general office management. This will be a varied role with a lot of multi-tasking and great opportunities for skills development.

### Key Responsibilities

#### Office Management

- To support the team in ensuring the office is kept clean and safe
- To act as Health and Safety and Fire Officer ensuring policies are up to date and implemented by team (full training will be provided)
- To conduct regular risk assessments of the office working environments inc. organizing PAT testing
- To maintain and renew supplies and source/negotiate with suppliers as appropriate

#### Administrative Support

- To provide general administrative support to Leadership team and Board of Trustees
- To manage HR processes, admin and filing
- To manage the application and filing of staff and Trustee DBS checks
- To manage organizational email account and forward emails to team members
- To organize office meetings and team events
- To arrange appointments and international travel inc. transport and accommodation
- To support staff recruitment processes including advertising vacancies, sending out offer letters and contracts



 6 Progression Centre, Mark Road, Hemel Hempstead, Herts, HP2 7DW, UK

 +44 (0)1442 234561

 [hope@hope4c.org](mailto:hope@hope4c.org)

 [www.hope-for-children.org](http://www.hope-for-children.org)

 Charity Reg. No. 1161729 (previously 1041258)



## Digital communications

- Assist in obtaining content for the website
- Assist with running of social media accounts: plan and monitor content, and update audience statistics
- To respond to online enquires

## Data management

- Assist with CRM database to ensure data is regularly cleansed and GDPR-compliant
- Assist the Database Administrator with other CRM duties

## General Responsibilities

- Join the team in answering phones, welcoming guests, and general tidying
- Attend training sessions as required
- Attend external meetings and events as required
- Act as a Hope for Children ambassador
- Assist other team members during busy periods

## Child Safeguarding

- To read and personally comply with all aspects of Hope for Children's Child Safeguarding Policy and to attend group or individual trainings, inductions on the same.
- To report promptly any child safeguarding issue that you become aware of in the course of your work as per Hope's Child Safeguarding Policy.

## Person Specification

We are seeking someone to join our team who can...

**Work well as part of a small team:** work collaboratively and share information with others; build and maintain good working relationships with others to foster team spirit; demonstrate commitment to the team and achievement of shared goals.

**Plan & organise:** think through and adopt a clear, sensible step-by-step approach to planning and organising work, making effective use of time and resources; solve problems logically; multi-task and demonstrate an ability to prioritise.

**Manage diversity:** recognise and celebrate the unique potential that individuals from differing backgrounds, experiences and perspectives bring to Hope for Children.

**Respect Hope for Children's values.**



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### Essential Criteria

- Approachable, friendly, professional and enthusiastic personality
- Excellent interpersonal skills
- Excellent written and oral communication skills
- Excellent eye for detail
- A passion for children's rights

### Desirable Criteria

- Experience working and/or volunteering for a UK-registered charity
- Experience (personal or professional) of editing a website or blog (training will be provided)
- Experience (personal or professional) of using social media
- Experience (personal or professional) of using a database/CRM package
- A good knowledge of the local area

### Application Process

To apply for this position please email the following information to [hope@hope4c.org](mailto:hope@hope4c.org). Please include 'Application for Office Assistant' in the subject field of the email. Please include:

- Up-to-date CV
- Supporting statement (up to 1 page of A4) entitled 'What makes me perfect for this job', that explains how you meet the job description and personal specification
- Completed equal opportunities form (attached)

The closing date for receipt of all applications is Friday 29<sup>th</sup> November 2019. Interviews will take place during the week of 9<sup>th</sup> December 2019 in Hemel Hempstead, Hertfordshire.

Please note that Hope for Children's recruitment and selection policies and procedures reflect our commitment to the safety of children. This appointment is subject to our Child Safeguarding policy, the receipt of 3 satisfactory references (employer and/or personal) and DBS check.



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## Equal Opportunities Monitoring

Hope for Children are committed to ensuring that all job applicants and members of staff are treated equally, without discrimination on the grounds of gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age. This form is intended to help us maintain equal opportunities best practice and identify barriers to workforce equality and diversity.

Please complete this form and return it with your application. The form will be separated from your application on receipt. The information on this form will be used for monitoring purposes only and will play no part in the recruitment process. All questions are optional. You are not obliged to answer any of these questions but the more information you supply, the more effective our monitoring will be. All information supplied will be treated in the strictest confidence. It will not be placed on your personnel file. Thank you for your assistance.

### About the Vacancy

**Position applied for:** Office Assitant

**Closing date for applications:** 29<sup>th</sup> November 2019

**Where did you hear about this job opportunity?**

.....

### About You

**What is your age?**

- 16 – 24       25 – 34       35 – 44       45 – 54  
 55 – 64       Over 65       Prefer not to say

**What is your gender?**

*If you are undergoing gender reassignment, please use the gender identity you intend to acquire*

- Male       Female       Prefer not to say

**How would you describe your ethnic origin?**

*Ethnic origin is not about nationality, place of birth or citizenship. It is about broad ethnic groups.*

*Asian, Asian British, Asian English, Asian Scottish, Asian Welsh*

- Bangladeshi       Chinese       Indian  
 Pakistani       Any other Asian background

*Black, Black British, Black English, Black Scottish, Black Welsh*

- African background       Caribbean       Any other black

*Mixed heritage*

- White and Asian       White and Black African       White and Black Caribbean  
 Any other mixed background



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