

People Team Administrator

Context:

People & Culture have a mission to see CAP as a highly desirable workplace of the Christian world; attracting and retaining the very best people. We are the champions of our culture, magnets of talent, skills and ability transformers, ensuring all CAP's people have an enriched, and healthy work experience; all this to see CAP fulfill its vision.

Purpose:

The People Team Administrator will play a key role in ensuring that CAP employees, frontline workers and partner church leaders receive the right information at the right time. Sitting within the Organisational Development team, the Internal Communications Administrator will collect and assemble news items and information to share across the organisation, ensuring communications are proofread and in line with CAP tone.

Passion:

Every role offers opportunities to ambitious individuals with a passion for social justice and helping those in poverty. We are extremely passionate about making and keeping CAP a great workplace, committed to a high standard of work while remaining fun and enthusiastic in the day-to-day - excited to see the positive impact we can have within our teams.

Personality:

We are professional and competent whilst being compassionate and 'make it happen' kind of people.

Role

Accountabilities:

- Work with Internal Communications Lead to develop an Internal Communication Strategy, using relevant research and data.
- Assist in the monitoring of how communication is received by staff and frontline.
- Coordinate and oversee the sending of Head Office weekly email, frontline what's happening bi-weekly email, frontline news bi-weekly email and partner church leader email.
- Update and manage the Internal Communications Master Plan spreadsheet, ensuring that it remains up-to-date and relevant.

- Assist the Internal Communications Lead on the creation of comms plans for CAP-wide projects.
- Coordinate content, publish and publicise the fortnightly CAP blog on the CAP Intranet.
- Work with the Internal Communications Lead to design and send out agendas for Internal Communications Steering Board and Debt Ops Internal Communications Board.
- Taking minutes for project board meetings as required.
- Involvement in projects as needed by the team, this could involve coordination or taking a lead on project completion.
- Coordinate with People Events and Experiences to ensure that events are well communicated.
- Working with Change Management Lead and Specialist to support them in project communications.
- Creating content for emails, slides, scripts, presentations.
- Contribute and assist with making CAP a great place to work
- Any other tasks, jobs or projects required by the team manager.

Measurable Outputs:

- Regular emails are sent on time, with relevant content.
- Achieve a clear improvement in communication and engagement through agreed measurable outputs.
- The Internal Communications master plan is kept up to date.
- Projects receiving communications support from IC Administrator provide a 90%+ feedback score when feedback is sought after.
- Projects/tasks set by team manager completed on time and to the expected standard
- Communication requests are sorted upon receipt and requestors are informed within 14 days of their request.
- A minimum of 10 comms plans are created to support project communications.
- An Internal Communications Google Site is created and maintained.
- A CAP blog is published every fortnight.
- Agendas and minutes are sent out to board members within 2 days of the event.
- Support the Internal Communications Lead to have communication strategies in place for all change programs or larger projects

Culture:

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

- Sincere acceptance, understanding and practice of the Christian ethos and purpose of the charity.

Other responsibilities include:

- Being willing to pray with staff and fully engaged with our Christ-centered culture.
- Encouraging friends, family and other contacts to support the charity through the Life Changer program, and other fundraising initiatives.
- Attendance at annual CAP staff conferences.
- Completing all compulsory CAP training within given timescales.
- This role falls within the scope of the FCA's conduct rules, and you will be provided with training as to how these apply to the role. It is your responsibility to ensure that you follow these conduct rules.

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. It may change from time to time to reflect changing circumstances.

Person

Education:

- Relevant qualifications for the role including Maths and English GCSE
- Confident computer user including Google applications, Word, Excel and the internet

Experience:

Essential

- Experience of having to work using your own initiative
- Experience of working as part of a team
- Experience of working with computers

Desirable

- Experience of telephone work

Skills/Abilities:

- Personable and friendly.

- Highly adaptable.
- A confident, quick learner with a capacity for large workloads.
- Driven to achieve every day
- Good organisational and administrative skills
- Good numeracy skills
- Good verbal and written communication skills
- Ability to prioritise time, tasks and attention effectively
- Ability to research
- Ability to follow verbal and written instructions
- Ability to work independently on set tasks
- Ability to work well as part of a team and contribute to team goals
- Ability to work accurately and pay attention to detail

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 their 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.
- Identifying children and adults where there may be safeguarding concerns.
- Following the CAP *Safeguarding policy* in addressing any concerns appropriately.

CAP celebrates the value of diversity and our aim is for our workforce to be as inclusive as possible as well as representing the communities we serve. With this in mind, we welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are committed to continue building an environment that embraces diversity and includes all.

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