

Job Description

Mission Journey Administrator

We're looking to appoint someone who loves both people and processes, who has attention to detail, and likes taking initiative to develop and improve systems that provide the backbone to the high-quality care and support we strive to provide the mission workers serving through SIM UK. You'll be passionate about the importance of excellent administration and the vital role this plays to ensuring the success of our organisational & operational goals.

You'll be joining the Mission Personnel & People Care team, working closely alongside our Mission Journey Coordinators to support our mission workers from enquiry through to end of assignment. We have an experienced Mission Journey Administrator in the team already who you will also work closely with.

This is an exciting time for the team as we have just implemented Beacon as our new CRM tool, and we are evolving this regularly to meet our needs as a team. There will be opportunity to work with our Head of Operations to help us shape this system and ensure we are maximising all the potential it offers us to improve the administrative functions and collaboration across the whole organisation.

We need someone in this role who enjoys learning, interacting with different systems daily, and is confident to drive best practice through regular review and improvement of our processes, so they become as efficient and effective as possible.



ABOUT SIM UK

Vision of Serving In Mission:

Our vision: a world with a witness to Christ's love where he is least known, disciples of Jesus expressing God's love in their communities, and Christ-centred churches among all peoples.

With over 7,000 people groups and 3.37 billion individuals in least reached people groups there's a massive task at hand and we need quality people to work with us to reach more people with the Gospel.

Why work for Serving In Mission?

We are passionate about what we do, we are fuelled by prayer and by trusting in God to lead us in our work. This means we can be at the forefront of cross-cultural mission with our focus on reaching the least-reached peoples in different countries. We serve in multi-cultural teams and receive mission workers to the UK, as well as sending. Come and be part of something exciting and see where God leads us.

About Serving In Mission

We are part of a global community of churches and mission workers co-operating in intercultural gospel ministry as part of SIM International. There are 70 other national offices around the world.

We seek to make disciples of the Lord Jesus Christ by crossing barriers locally and globally to proclaim the crucified and risen Christ, expressing his love and compassion, working together with churches to fulfil Christ's commission in communities where he is least known.

We started 130 years ago and now send mission workers to every inhabited continent on earth. Internationally, SIM has more than 2,000 workers, serving in more than 70 countries and sent by churches from all parts of the world.

The Team

You will be joining a friendly, prayerful, vision-led team, located both in Cambridge and across the UK. We support more than 130+ mission workers working on multicultural teams around the world, as well as working with churches here in the UK.

The Mission Personnel team is currently made up of the Head of Mission Personnel & People Care, four other regional Mission Journey Coordinators, one Administrator, a Families Advisor, Health Coordinator and a Missions Trainer. We're a growing team with plans to recruit other new roles later in the year. You will be joining a team who are driven to serve our vision, ensuring our mission workers are cared for from the point of enquiry, through their service and after they return to the UK.

ETHOS & VALUES

Our ethos is 'by prayer'

Serving In Mission is a community of God's people committed to Biblical truth and passionate about sharing the gospel. The post holder is required to:

- Have a personal knowledge of and trust in Jesus Christ as Lord
- Model Christian discipleship in public and private life
- Sign their full agreement with the SIM Commitment Statement
- Have a belief in the power of Christian prayer for God to provide and guide in the needs of the mission

You can read more about our vision, mission & values at: sim.co.uk/about/vision-and-values

UK Staff and some of our Mission Workers at our Spiritual Life Conference 2024.



HOW THIS ROLE RELATES TO OUR MISSION:

Our mission:

We are compelled by God's great love and empowered by the Holy Spirit:

- We cross barriers to proclaim the crucified and risen Christ, expressing his love and compassion among those who live and die without him.
- We make disciples who will trust and obey Jesus, and become part of Christ-centred churches.
- We work together with churches to fulfil God's mission across cultures locally and globally.
- We facilitate the participation in cross-cultural ministry of those whom God is calling.

This role:

You will play a key part in our Mission Personnel Team.

- This allows to us care deeply for our mission workers, ensuring they feel supported and encouraged throughout their time of serving with us, whether that is a few months or many years.
- This also ensures that we have a robust enquiry, application and placement process for our workers to make sure we get the right people serving in the places God is calling them to.
- This role ensures that our processes and administration have the capacity for us to support more workers to go to the least reach parts of the world and share the good news of Jesus.



JOB SPECIFICATION

Ensure excellence in the administrative processes and tasks in the Mission Worker Placement Process you will:

- Work closely with our team of Mission Journey Coordinators to help those enquiring and applying to serve with SIM UK through our placement process, leading us through the administration of this process, ensuring thoroughness and efficiency at every stage.
- Be the first point of contact for new enquirers and will ensure they get a quick and friendly response, checking we've got all the information we need from them to connect them with the Mission Journey Coordination team for follow-up.
- Manage the timely distribution, completion, and filing of important documentation in the application process, communicating with enquirers, applicants, active mission workers, church leaders and SIM UK colleagues to enable this and follow up as needed to move the process along.
- Be a point of information and expertise to assist mission workers with administrative and practical questions and support them if they need help. For example, access to e-learning, setting up SIM e-mail addresses, coordinating DBS checks, booking health checks and flights.

Keeping our data clean and tidy you will:

- Populate and update our two databases (Bamboo HR and Beacon CRM) with mission worker information and ensure the information on there is kept up to date daily, from first enquiry to end of service.
- Run reports and review information regularly and ensure mistakes are spotted and corrected quickly.
- With support from our Data Protection Officer, you'll ensure we're handling data carefully and that we're GDPR compliant in our administrative practices.
- Work with our Operations team to ensure we're gathering and using information as well as possible to support the running of the whole organisation.
- Help us transition from our current electronic filing system to a new SharePoint site, this will involve careful review of what we're storing and re-organising this in a more streamlined way. There will be ongoing responsibility to maintain this.

Developing and improving our processes you will:

- Enjoy improving processes, and taking the time to develop, adapt and modernise the work we do and utilise our systems as effectively as possible.
- Work across SIM UK departments with other team administrators and leaders to help us build better cohesion between teams and joined-up processes.
- Be responsible for regularly reviewing and updating our team SOPs (Standard Operating Procedures).

Organising gatherings and events you will:

- Help with organising and coordinating the details and programmes for our in-person training for mission workers, and other gatherings such as re-entry retreats and debriefing.
- Help with organising other events and initiatives that support SIM UK's vision and mission.

Participating in the life of the SIM (UK and Global), you will:

- Be part of an international organisation, working to make disciples of Jesus in communities where he is least known.
- Work with our teams all over the world to use the SIM UK and SIM International systems to support mission workers at every stage of their mission journey.
- Engage in our SIM UK prayer meetings, and team days, and be a part of a wider team of people who are passionate enabling God's mission among the nations.

PERSON SPECIFICATION

ATTRIBUTE	ESSENTIAL	DESIRABLE
Work Experience	<ul style="list-style-type: none"> • Experience of coordinating administrative processes in a professional workplace. 	<ul style="list-style-type: none"> • Experience working in an international organisation • Experience of cross-cultural mission
Skills	<ul style="list-style-type: none"> • Confident using a CRM & HR systems like Beacon and Bamboo HR • Confident using MS 365 • A strong administrator • A skilled communicator • Likes using initiative • Able to manage a variety of tasks at one time • Highly organised • Attentive to detail 	
Personal Attributes	<ul style="list-style-type: none"> • Bible-believing, evangelical Christian • Prayerful • Able to easily build rapport with people • Committed to high standards of integrity and professionalism • A mature follower of Christ • Committed to a local evangelical church • Willingness to travel in the UK • An encouraging and positive attitude • Flexible and discerning thinker 	

This position is subject to an occupational requirement that the holder be a practising Christian under Part 1 of Schedule 9 to the Equality Act 2010.

CONTRACT & REMUNERATION

JOB TITLE:	Mission Journey Administrator
HOURS OF WORK:	22.5 hours per week (0.6 FTE), ideally spread across Mon-Fri
SALARY:	£24,000 pro rata based on 37.5hrs working week.
ANNUAL LEAVE:	37 days of holiday pro rata. This includes statutory Bank Holidays, Christmas Eve, and the 3 days between Christmas and New Year.
PLACE OF WORK:	Ideally SIM UK Head Office, Histon, Cambridge (hybrid or remote working would be considered for the right candidate)
PENSION:	Serving In Mission will include the employee in the charity's Defined Contribution Pension scheme and will contribute 8% of salary. The employee's personal pension contributions into the scheme will be set at 3% in line with Auto-enrolment pension legislation.
RESPONSIBLE TO:	Head of Mission Personnel & People Care