



# FUNDRAISING ADMINISTRATOR

## Application pack



### **CHURCH PASTORAL AID SOCIETY**

Registered charity no 1007820. A company limited by guarantee, registered in England no 2673220.

Registered office: CPAS, Sovereign Court One (Unit 3), Sir William Lyons Road, University of Warwick Science Park, COVENTRY CV4 7EZ

# THANK YOU FOR CONSIDERING THE POST OF FUNDRAISING ADMINISTRATOR AT CPAS

## ABOUT CPAS

CPAS is one of the key organisations shaping the future of the UK Church. Its leadership training and patronage work are shaping the current generation of church leaders. Its residential holidays influence the lives of thousands of young people each year. CPAS' role in the UK is unique, long-standing and influential within the Church of England and its evangelical constituency.

Our founders' aim was clear, to take the gospel 'to every person's door, with a single eye to the glory of God' which has meant that our work has always been in partnership with local churches. Currently we focus on leadership training, patronage, and the residential holidays we run for young people. We value our rich heritage and partnerships across the evangelical constituency, and seek to be biblical, missional, prayerful and Christ-like in all we do.

Our prayer and aspiration is to see:



The three main areas of our work are:

- Leadership: resources, events and programmes to develop leaders at all levels in local churches.
- Patronage: supporting the appointment process for clergy in nearly 700 churches.
- Ventures and Falcons (VF): for 8-18's to explore life with Jesus on our holidays and school residentials.

## ABOUT THIS ROLE

We are looking for a positive, efficient and customer-orientated Administrator to join our busy Fundraising and Communications Team. The ideal candidate will enjoy working in a collaborative team environment, will be able to work on their own initiative meeting objectives and deadlines under pressure, and respond positively to enquirer's needs by working with colleagues right across the organisation. With excellent time management and organisational skills they will support our team as we maintain, develop and enhance relationships with individuals, trusts and church supporters. The successful candidate will enable efficient and professional donor care, while also helping our supporters better understand the ministry of CPAS.

# ROLE PROFILE

**RESPONSIBLE TO:** Head of Fundraising and Communications

**KEY WORKING RELATIONSHIPS:** Supporters, churches, Fundraising and Communications team, Patronage team, wider CPAS teams and senior colleagues.

**JOB PURPOSE:** To provide a combination of 'front of house' support for public, supporter and church enquiries, and 'back-office' administrative support to the Fundraising and Communications team. In both areas, be a representative for CPAS and its Christian values and vision.

## CORE TASKS

### **'Front-of-house' for public and supporter and church enquiries:**

- Respond to all communications inbox emails, and calls to the central CPAS phone line, either in person by answering queries/sending materials, or by forwarding to relevant colleagues.

### **'Back-office' for inbound supporter communications:**

- Thank supporters by letter and email, including writing thank-you templates relating to different aspects of CPAS' work, running regular database queries, sending appropriate acknowledgements to supporter segments, and updating records.
- Update the database with returned mailing items (address changes, unsubscribes, etc.), including liaising with other relevant internal teams.

### **Administrative support for materials and activities:**

- Co-ordinate the production of general marketing materials including letterheads, cards, prayer calendars and notelets.
- Provide support for mailings such as fundraising appeals, including extracting/sorting data and dealing with design/print/mailing suppliers.
- Support the Fundraising and Communications team in the upkeep of the organisational database and websites.
- Contribute to supporter communications, e.g. writing emails, articles, bulletins.

**Represent CPAS' Christian vision and values in all the above.**

## GENERAL:

- Conduct all research and supporter engagement activity in compliance with CPAS' Privacy Policy, the UK GDPR and the Code of Fundraising Practice, and in a manner that remains consistent with CPAS' Christian ethos.
- Monitor and report on performance.
- Participate fully in the life of CPAS.
- Ensure fundraising is delivered to the highest ethical standards.

## OTHER REQUIREMENTS

- Contribute to the spiritual culture of the team, including active participation in team prayer and retreat days as well as attending staff prayers.
- Participate in the prayer life of CPAS.
- Ensure that safeguarding good practice is embedded into your work.
- Occasional UK travel, including attending conferences and events. This could require residential stays.

# PERSON SPECIFICATION

## KNOWLEDGE AND EDUCATION

### Essential:

- GCSE or equivalent in English.
- Good working knowledge of Microsoft Office systems.
- Good standard of written and spoken English.

### Desirable:

- Understanding of evangelical churches and church leadership, ideally within the Church of England.

## SKILLS

### Essential:

- Strong communication skills, particularly on the telephone and email.
- Can work on their own initiative, meeting objectives and deadlines under pressure.
- Ability to respond positively to enquirers' needs by working with colleagues, including across teams and hierarchies.
- Attention to detail.

### Desirable:

- Creative, solutions focussed.
- Able to create excellent digital content for social media and websites
- Collaborative whilst also results focused.

## EXPERIENCE

### Essential:

- Paid or voluntary experience of handling customer/client/supporter/public enquiries on the phone and by email.
- Experience of serving within a Christian faith environment either as a volunteer or paid employee.

### Desirable:

- Experience of working in an administrative role.
- Understanding and experience of using a database.
- Experience of managing events (including virtual events like webinars).

## PERSONAL QUALITIES

### Essential:

- Committed to high standards of customer service, efficient delivery and clear communication.
- Motivated by the aims and objectives of CPAS' work.
- Enjoys working in a collaborative team environment.
- A committed Christian, an active member of a local church and in agreement with the [CPAS Basis of Faith](#)\*.



\*CPAS is a Christian agency, working to support churches across the UK and Republic of Ireland. Due to the nature of the role there is an Occupational Requirement that the postholder is a committed Christian under Part 1 of Schedule 9 of the Equality Act 2010, an active member of a local church, and in agreement with the [CPAS Basis of Faith](#).





## TERMS AND CONDITIONS

1. **Location:** The role will be based in the CPAS offices in Coventry.
2. **Salary range:** £14,239 per annum (pro rata of a full-time salary of £23,733 per annum).
3. **Contract:** This is a permanent appointment. It is subject to an initial six-month probationary period and the usual ongoing CPAS appraisal process.
4. **Pension:** CPAS provides a pension scheme with a minimum of a 4% matched contribution to the Church of England Church Workers Pension Scheme. It is possible to increase this to 9%.
5. **Hours of work:** This is a part-time appointment of 3 days (22.2 hours) per week. CPAS operates a flexible working policy.
6. **Holiday:** Annual leave entitlement is 20 days (pro-rata of a full-time entitlement of 33 days). This entitlement is inclusive of bank and public holidays, and in addition, the offices are closed between Christmas and New Year and you are not required to work but will be paid your normal hours. The holiday year begins on 1 January each year.
7. **Employee Assistance:** CPAS provides free access to Health Assured, the employee assistance programme.
8. **Start date:** To start as soon as possible.
9. This post will be subject to a Basic DBS check and all staff are expected to undertake safeguarding training and be able to articulate how their role supports the safeguarding culture within CPAS.

You must have evidence of your ongoing right to work in the UK.

## HOW TO APPLY

Please complete the application form and ensure you demonstrate how you meet the requirements of the person specification. Please also complete and return the Declaration of Suitability form. Please note we cannot shortlist your application unless you supply the additional information.

Applications should be sent by email to [recruitment@cpas.org.uk](mailto:recruitment@cpas.org.uk).

### CLOSING DATE AND INTERVIEWS

Applications will be reviewed on a rolling basis and interviews scheduled as appropriate.

Early applications are encouraged.

If you have any questions about the role or about CPAS, don't hesitate to get in touch via [recruitment@cpas.org.uk](mailto:recruitment@cpas.org.uk)

