



Fundraising and Communications Team Administrator

Application Pack



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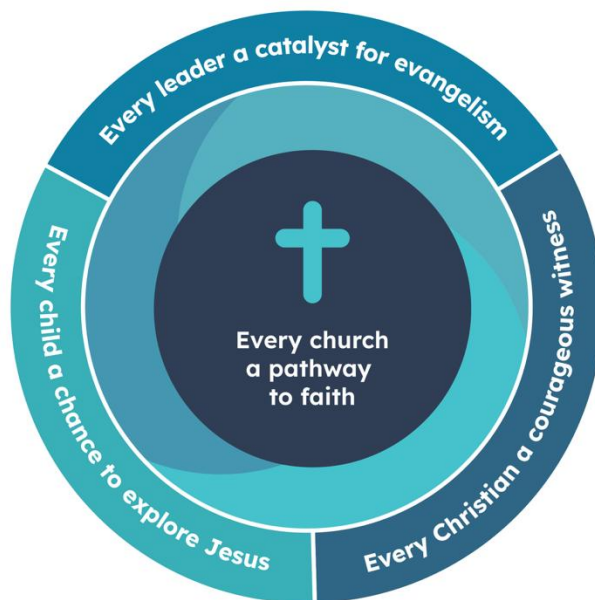
Thank you for considering the Fundraising and Communications Team Administrator post at CPAS

About CPAS

CPAS is one of the key organisations shaping the future of the UK Church. Its patronage work and leadership training 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 patronage, training 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.

Looking towards 2030, our prayer and aspiration is to see:



The three main areas of our work are:

- Patronage: supporting the appointment process for clergy in over 700 churches.
- Leadership: resources, events and programmes to develop leaders at all levels in local churches.
- Ventures and Falcons Holidays: for 8-18's to explore life with Jesus on our residential.

In order to achieve our organisational aims, it is crucial we have a strong organisational core and that CPAS continues to be a great place to work for our team of staff and volunteers.

Our Organisation

CPAS has a core staff team of around 40 staff, most are based in our Coventry office with others around the country. Our office is centrally based with great transport links and on-site car parking facilities. You will be joining a small, friendly team of staff who work collaboratively together and share a passion for the work we do. We place an importance on being a great place to work and you will benefit, not only from being part of the Fundraising and Communications Team, but of working with other teams across CPAS. For example, we run an annual staff away day and annual prayer day for all staff and offer a range of training and developmental opportunities.

About this Role

Our Fundraising and Communications Team is one of the largest teams in CPAS and is focused on promoting CPAS externally, communicating to our many stakeholders and audiences and responsible for achieving fundraising income to enable the work of CPAS to continue. The Team works across CPAS, supporting the varied range of events and activities that CPAS organises and runs.

We are looking for a positive, efficient and customer-orientated Administrator to support our 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 will respond positively to enquirer's needs by working with colleagues right across the organisation. This role would equally suit an experienced administrator who enjoys supporting a team, as well as someone looking to begin their career in communications or fundraising.

With excellent time management and organisational skills, the Administrator will support our team as we maintain, develop and enhance relationships with individuals, trusts and church supporters. They will play a critical role in the set up and administration of online and in-person training events and conferences ensuring that all interactions with the public are professional, efficient and successful. They will also be involved in organising and planning a range of training and staff events across CPAS, in particular for our holidays team.

Our values underpin everything we do, and all staff are expected to work within our core values:



Role Profile

Responsible to: Head of Fundraising and Communications

Key Working Relationships

- Internally: Fundraising and Communications team, Leadership Development team, CPAS Holidays team, Patronage team, wider CPAS team and senior colleagues.
- Externally: Supporters and churches

Job Purpose

To provide 'front of house' support for public, supporter and church enquirers, 'back-office' administrative support to the Fundraising and Communications team and assist in the smooth set up and running of some CPAS events.

Core Tasks

'Front-of-house' for public and supporter 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 template letters relating to different aspects of CPAS' work, running regular database queries, sending appropriate acknowledgements to supporter segments and update record.
- Update the database with returned mailing items (address changes, unsubscribes, etc) including liaising with other relevant internal teams, ensuring our Data Protection policy is implemented and data is maintained accurately and kept up to date.

Administrative support for CPAS Leadership and Holiday Training events

- Assist in booking spaces, managing bookings and sending relevant information to delegates, this includes managing delegate preferences and requirements to ensure they have an excellent experience
- Play an active role in post-event work including collecting and collating user feedback to form detailed reports highlighting how CPAS can further improve its services.
- Provide support to the Senior Managers in organising CPAS-wide internal meetings and events, including booking venues, attendance lists, agendas and collating feedback.

Represent CPAS' Christian vision and values in all of 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:

- Good working knowledge of Microsoft Office systems.
- Good standard of written and spoken English, up to GCSE standard.

Desirable:

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

Skills

Essential:

- Administrative skills, including time management and ability prioritize
- 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.
- Ability to research and identify venues and liaise with hirers over contracts and arrangements
- 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 using databases and other productivity tools

Desirable:

- Experience of serving within a Christian faith environment either as a volunteer or paid employee.
- 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.
- Willingness to learn and engage in training opportunities
- A committed Christian, an active member of a local church and in agreement with the CPAS Basis of Faith*.

*CPAS is an evangelical Anglican mission 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

How to Apply

1. **Location:** The role will be based in the CPAS offices in Coventry. CPAS has a flexible working policy, and it may be possible to work from home up to two days per week, subject to making an application.
2. **Salary:** £24,446 per annum.
3. **Contract:** This is a permanent appointment. It is subject to an initial six-month probationary period and the 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 full-time appointment of five days per week. We are also open to applications from individuals who would prefer a part-time role.
6. **Holiday:** Annual leave entitlement is 33 days per annum. 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. **Long Service Additional Annual Leave:** an additional two weeks' annual leave is awarded to staff who complete continuous service with CPAS of ten years or more.
8. **Employee Assistance:** CPAS provides free access to Health Assured, the employee assistance programme.
9. **Start date:** To start as soon as possible.
10. **Safeguarding:** 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.
11. **Right to Work:** You must have evidence of your ongoing right to work in the UK.

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

Closing Date

Applications will be considered when received.

Early applications are encouraged.

Interviews

Interviews will be held when candidates are shortlisted.

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