

## Job Description – Tamar Volunteer and Database Administrator

### **All Souls Serve the City**

All Souls Serve the City (ASSTC) is a new charitable incorporated organisation (CIO), based at All Souls Church bringing together a breadth of ministries serving those who are vulnerable. Our vision is to see all in London flourish in body and soul. We do this by offering the message & ministry of Jesus, focusing particularly on those who are isolated, overlooked and exploited due to their stage of life or their circumstances. Our ministries reach out from the All Souls parish, to Westminster and beyond. Each ministry is rooted in our values of love, honour and service. Loving the city and all who are in it, we love because He first loved us. Honouring and respecting all others as God's image bearers, we seek to honour others above ourselves. We serve as Christ served us, joyfully and sacrificially.

**Demonstrating our love for one another and for the city, we seek to** bring gospel hope and biblical truth to those who find themselves homeless, women involved in the sex industry including those who are trafficked and exploited, seniors, school children, pre-school children and their carers. Each ministry is rooted and connected into the life of the church, at Langham Place or at our Cleveland Street location. We long to be a people who are all for Jesus, who are transformed by his love, and who take up our cross and follow him (Philippians 2:5-8). We seek to be a church that is known for 'loving our neighbours' and caring for them well.

### **Tamar**

Tamar is our ministry to women involved in sexual exploitation, some of whom have been trafficked. Formed in 2013 in Westminster, Tamar relies on a broad network of female volunteers who reach out to be-friend people caught up in the sex industry, offering hope through a broad range of practical, emotional and spiritual support, as well as sharing the good news of the gospel.

### **Role Outline**

Job Title:	Tamar Volunteer and Database Administrator
Salary:	£23324-£24752 (depending on experience), plus London Living Allowance £3,940 pro rata
Band:	4
Contract:	Six-month fixed term contract starting in September 2022 (6 week probationary period)
Hours:	4 days per week (flexible hours including evenings and occasional weekends)
Annual Leave:	25 days pro rata, plus bank holidays

## Key Relationships

Line managed by: Operations Manager

Other key relationships: Tamar staff, volunteer team leaders and members, All Souls Serve The City team, All Souls administrative and support staff.

## Job Summary

- Provide support to the day-to-day Tamar ministry by administering the volunteer coordination, database management and donor management.
- Responsible for administering the volunteer recruitment for all the serving areas of Tamar.
- Responsible for processing volunteers to fulfill the various roles within Tamar.
- Responsible for ensuring data is uploaded to the salesforce database, accurately and in a timely manner.

## Person Specification

Attribute	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> <li>• 2 A-levels or Diploma equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Graduate or equivalent knowledge and experience</li> </ul>
Experience and Proven Skills	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills</li> <li>• Excellent administrative skills</li> <li>• Experience with databases</li> <li>• Experience of working with volunteers</li> <li>• Ability to communicate effectively both orally and in writing to people from a variety of cultural backgrounds</li> <li>• Excellent IT &amp; word processing skills (Microsoft, Apple, Google docs)</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with people at risk</li> <li>• Ability to discern suitable volunteers &amp; develop their potential</li> <li>• Salesforce database experience</li> <li>• Experience of recruiting volunteers</li> <li>• Experience of delivering training</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>• Whole life disciple wanting to know Christ more and grow in grace, obedience and Christ-likeness themselves</li> <li>• Having a servant heart and seeking to live a life of Christian integrity</li> <li>• Totally committed to the evangelical Christian stance and mission of the Evangelical Alliance's Statement of Faith</li> <li>• An active member of a local</li> </ul>	<ul style="list-style-type: none"> <li>• Resourceful</li> </ul>

	<p>church &amp; involved in service within the church</p> <ul style="list-style-type: none"> <li>● Proactive, with the ability to draw out the gifts of others and delegate</li> <li>● Excellent organisational and time management skills which demonstrate a structured approach with attention to detail, an ability to prioritise and an ability to balance the various demands of the role</li> <li>● Resilient, with an ability to handle pressurised situations with calm, tact and wisdom</li> <li>● Ability to reflect and be self aware of own boundaries</li> <li>● A flexible team player</li> </ul>	
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## Job Description

### A. Volunteer Administration

- Administer the processing of volunteers for the different serving areas in Tamar from within All Souls as well as partner churches
- Assist with interviewing, inducting and training new volunteers as directed
- Assist with planning and delivering training for existing volunteers in line with the needs of Tamar
- Facilitate good communication between the different serving areas
- Organise volunteer rotas
- Be responsible for the administrative aspects of processing all new volunteers
- Contribute to developing processes for recruitment, training and coordination of volunteers
- Assist Head of Tamar & Operations Manager to ensure that all safeguarding processes are fulfilled for the ministry
- Assist Operations Manager to ensure volunteers are empowered to fulfill their roles and responsibilities
- Assist Operations Manager to ensure volunteers attend mandatory supervision and case management meetings
- Assist Operations Manager to ensure all volunteers follow data protection regulations and Tamar code of practice

### B. Database Administration

- Ensure all volunteers' details and processes are kept up to date on the database
- Ensure the outreach and one to one data records are kept up to date on the database
- Ensure that the database information is up to date and for reporting & analysis purposes
- Ensure all volunteers are able to use the database and provide support as necessary

- Ensure accuracy of all volunteer-related data put into to the database
- Be responsible for following up with all volunteers ensuring data is input in a timely manner
- Be responsible for training new volunteers on using the database

### **C. Other**

- Assist with the administration related to our Tamar financial supporters, such as updating gift aid declaration forms, managing duplicate entries in Donorfy, verifying GDPR compliance, and other related duties
- Support Head of Tamar/Operations Manager in other areas of the ministry as needed
- Attend All Souls Serve the City & All Souls staff meetings as required
- Attend fortnightly Thursday night outreach as required

### **Application Details**

*There is an occupational requirement that the job-holder is a Christian and is a female under Part 1 of Schedule 9 to the Equality Act 2010.*

*Safeguarding: conditional offers will be made pending the successful completion of a DBS check which will be processed by All Souls*

Please submit completed applications to [recruitment@allsouls.org](mailto:recruitment@allsouls.org)

#### **Completed applications should include:**

- A completed application form, available from [www.allsouls.org/vacancies](http://www.allsouls.org/vacancies)
- A CV (1 page max)
- A cover letter explaining why the role is of interest to you and why you are suitable for the position (1 page max)

**Application closing date:** 5pm, 26th August

**Interviews:** w/c 5th September

**Start Date:** As soon as available