



JOB DESCRIPTION

Job Title:	Office Administrator
Accountable to:	Operations and Office Manager; and to Finance Manager for Supporter Relations aspect of the role
Line Manager for:	Not applicable
Primary Working Relationships:	Friends International (FI) Support Centre colleagues and Directors, Affiliates Co-ordinator, Reach Co-ordinator, ISM Housing Trust Chair, CMS House, FI members of staff
Location:	Friends International Support Centre Office at CMS House, Oxford with occasional travel within the UK, in particular to the FI Annual conference
Hours:	4-5 days (28-35 hours) per week. Job split between general and supporter relations administration could be considered

Overall purpose:

- *General administrative support (2-3 days per week):*
To assist with the smooth running of the organisation with excellent levels of integrity and efficiency, including the FI Support Centre, Reach Trainee Programme, Affiliates Network and International Student Mission Housing Trust.
- *Supporter Relations administration (2 days per week):*
To regularly update the FI supporter database with downloaded bank and credit card transactions (“batches”), cheque donations and donations via third party charity organisations, whilst establishing and maintaining high quality relationships with current and prospective financial supporters as well as FI staff.

Background:

FI is an evangelical mission agency dedicated to encouraging and equipping churches and Christian student groups to reach out to the approximately one million international students in the UK and Ireland. FI currently has 80 Staff Workers and Associates working in 35 university towns and cities across the UK and Ireland.

From July 2026, FI’s registered office will be at CMS House, Oxford. The post-holder will be based in the office with the Operations and Office Manager and People Manager (who will each be in the office during part of each week). The rest of the FI Support Centre function: Communications, Finance, and Fundraising, will be mainly home-based within the UK.

As a primary contact point for the charity, the post-holder must model and reflect the Christian ethos, mission, vision and values of FI in all aspects of the role, and be able to explain them to others. There is, therefore, an occupational requirement for the post-holder to be a practising Christian in line with the Friends International ethos and Statement of Faith: [Statement of Faith - Friends International](#)

Key Responsibilities:

- **General administrative support**
- Being the initial point of contact within the office for telephone or email enquiries through the info@friendsinternational.uk email address. Responding to or forwarding enquiries to the appropriate FI contact, and where applicable updating the FI supporter database ('thankQ'), at all times reflecting the Christian ethos, mission, vision and values of Friends International.
- Being the primary person responsible for fulfilling book and literature resources orders by the most cost-effective mailing method appropriate to the requested timeline and generating invoices in collaboration with FI Support Centre colleagues.
- Overseeing the smooth running of the practical aspects of the FI office, including: periodically monitoring stocks of books and literature resources and their arrangement and labelling within the FI office; periodically monitoring stationery stocks and re-ordering as appropriate; reporting problems with office or building equipment to the supplier or CMS House facilities management as appropriate.
- *Opportunity mailings*: in liaison with the People Manager, Operations and Office Manager, and Communications Manager, preparing the 'thankQ' database for tri-annual mailings of Opportunity magazine, ensuring that GDPR consent is updated as appropriate, and generating a circulation list for the magazine distributors.
- *IT*: Ensuring new staff are set up with basic IT requirements and forwarding general IT problems to the most appropriate person.
- Being the primary person responsible for booking and overseeing the practical aspects of internal FI meetings and training/conference events, including: leadership forum (bi- or tri-annually), Trustee meetings (quarterly), new staff and Reach training sessions (bi-annually).
- *Annual Conference administration*: being the Support Centre representative on the Conference Organising Team and the main contact with the Conference Centre; heading up the practical aspects of the Conference, which normally takes place in January, before, during and afterwards; liaising with FI management to calculate rates and with the Finance Manager to invoice delegates or charge ministry funds as required.
- *Affiliates Network administration*: assisting the Affiliates Co-ordinator with handling enquiries, applications and references; invoicing for Affiliate fees; updating 'thankQ' supporter database; informing staff about new Affiliates; updating mailing lists and Staff Directory accordingly.
- *Reach trainee programme administration*: assisting the Reach Co-ordinator with handling enquiries, applications and references; tracking payment of Reach fees; assisting with visa sponsorship paperwork and tracking monthly forward plans and regular review paperwork; updating 'thankQ' database, ensuring mailing lists and Staff Directory are updated accordingly.
- *International Student Mission Housing Trust (ISMHT)*: providing administrative support for the ISMHT by minuting meetings, recording and monitoring grants and



loans, and ensuring that the responsibilities of the ISMHT, as the owner of properties, are fulfilled.

- **Supporter Relations administration**

- Updating the 'thankQ' database with downloaded bank transactions, cheque donations and donations via third party charity organisations, according to the Finance team's monthly deadlines.
- Ensuring that incoming cheques and charity vouchers are processed with the correct supporter serial number and FI staff ministry code, banked, and supporters promptly acknowledged either by email or letter (as appropriate) and FI recipients informed.
- Supporting staff in their personal support raising (MPD) through answering queries, compiling information from the supporter database in close liaison with the Finance Co-ordinator and People Manager.
- As back-up to the Supporter Relations Assistant:

Monitoring the Giving@ email account for notifications of new website donations.

Ensuring that the supporter database ('thankQ') is regularly and accurately updated with supporters' details, contact consent and communications with FI.

Promptly acknowledging donations either by email or letter (as appropriate) and informing FI staff of donations for their support.

Maintaining records, e.g. Gift Aid, Standing Orders, donations etc. to a high standard.

ADDITIONAL REQUIREMENTS:

To attend and contribute to team meetings, including office prayer times.

To work within all FI's policies and procedures, ensuring these are carried out in relation to the job.

To attend appropriate supervision sessions and participate in the Performance Appraisal process.

To attend FI conferences and events including the residential Annual Conference, and others as appropriate.

To undertake other duties and responsibilities appropriate to the grade as determined by their supervisor on an occasional basis.

This Job Description reflects the requirements of the post at the time of writing. The needs and circumstances may change over time, and therefore the Job Description may need to be reviewed in the light of any such changes which may occur.

PERSONAL CHARACTERISTICS

- Able to work independently as well as within a team
- Excellent attention to detail and ability to meet deadlines
- Responsible and trustworthy
- Excellent interpersonal skills for dealing with supporters and staff with sensitivity and confidentiality
- Good understanding of office administration systems and general office management.
- Strong Microsoft Office skills, including Teams.
- A heart for Christian cross-cultural mission in general and international student work in particular is desirable

ADDITIONAL INFORMATION

Please see www.friendsinternational.uk for additional information about Friends International, including:

- Statement of Faith - [Statement of Faith - Friends International](#)
- Reach Trainee Programme – [The Reach Programme: Cross-cultural Discipleship - Friends International](#)
- Affiliates Network - [Affiliates Network - Friends International](#)

Please contact Diane Smith for further information: recruitment@friendsinternational.uk