Friends of the Holy Land

Office Administrator with Communications and Stewardship

October 2026

Friends of the Holy Land is a growing national charity based in Kenilworth. Our mission is to secure and sustain the Christian community in Palestine, Jordan and Israel.

Our fundraising efforts are used to support three main areas of work: Humanitarian Relief, Development Aid and Healing.

We are guided in our grant-giving by our offices in Bethlehem, Jerusalem and Ramallah alongside close relations with religious Institutions based in the region.

Office Administrator with Communications and Stewardship Job Summary

This role will be responsible for all aspects of administrative, communications and stewardship support for the operational success of the charity and the successful candidate will want to be part of a faith-based organisation, committed to the mission of the charity both in the UK and the Holy Land.

You will be working in a very busy, high growth environment, managing your time between several different tasks and priorities, which may change frequently. You will need to learn quickly, adapt to changing patterns of work throughout the year and, once trained, be capable of working without close supervision in a small flexible team. You will have an opportunity to directly feed into the way we work as a charity and develop processes. We value the input of all our staff and encourage a positive work environment.

The primary responsibility and focus of the role will be to support the Operations Manager and the Head of Communications with communicating with supporters and prospective supporters, with a focus on developing donor stewardship, building a strong legacy programme, generating bulk emails to supporters, monitoring and moderating social media accounts, liaising with external partners to deliver external communications, and day to day administrative tasks to support the operation of the charity. You will develop personal relationships with supporters through planned telephone contact. This will include thanking for expressions of interest and listening to supporters, reconnecting with people who have pledged legacies in the past, and following up with existing supporters on their legacy enquiries as part of ongoing engagement and stewardship.

You will need to be comfortable working in a faith-based organisation, talking to supporters and clergy across the UK and with our partners in the Holy Land.

An outline of typical activities is detailed below however, it is a fundamental requirement that the person in this role is a key support for the management to improve capacity and donor stewardship for the charity.

The successful candidate will be office-based in Kenilworth.

Reporting

Working under the day-to-day management of the Operations Manager as a direct report but collaborating closely with the Head of Communications and external Consultants as required.

Key tasks and responsibilities

- Conduct general clerical duties, including answering phone calls, logging and responding to letters and emails, franking letters
- Use Customer Relationship Management database (CRM) accurately and work to improve data quality
- Donor stewardship to include up to a day a week of calling supporters
- Manage accurate data uploads of new and updated existing customer records
- Record financial donations from all income streams (cash, cheque, CAF, BACS, online, by phone, in-person)
- Produce reports on donations and donors
- Liaise with our team in the Holy Land for beneficiary stories and information about projects
- Liaise and work with external partners to provide admin support
- Monitor and moderate social media accounts
- Preparing resources
- Mailchimp bulk mailings
- Pulling and logging data for queries and mailings
- Website updates for news, stories, events and downloadable resources
- Support the delivery and distribution of shop products purchased either through the website shop, over the phone or by mail order
- Send out information to supporters, churches, partners etc
- Assist with other project deliverables identified by management including administrative support for FHL events before and after.
- Help maintain the cleanliness and Health and Safety of the office environment including cleaning and tidying as needed.

Suitable training will be given as needed.

Person Specification for the Role: Essential Qualifications and Skills

- Previous office experience in a small organization/charity is strongly desirable
- Strong computer skills essential, at least intermediate level Microsoft Office. CRM training will be provided as necessary
- Quick to learn and retain details
- Excellent written and verbal communication and inter-personal skills
- Ability to proof-read with close attention to detail
- Pro-active with the ability to multi-task and work independently
- Proactive, confident and friendly phone manner, comfortable with outbound calling to supporters
- Strong record-keeping and organizational skills
- Comfortable working in a faith-based environment
- Proven ability to work under pressure and learn as you go
- As part of a small team, a problem-solving, can-do attitude is vital along with an unflappable, cheerful demeanor
- Experience of CRM systems desirable
- Experience managing Social media accounts desirable

Hours of work

Full time

Additional benefits

Once you've been with us for 6 months, a visit to the Holy Land will be arranged.
Free parking available in a convenient location.
Close to railway station and good transport links.
Online learning platform for professional development.

Holidays

25 days per year plus Bank Holidays as well as 2 additional days to take between Christmas and New Year when the office is closed. Any additional days' holiday required to cover this period must be covered out of the 25-day holiday allowance.

Salary

Annual salary of £27,300