

JOB DESCRIPTION

Job Title	Operations Officer (Admin)
Hours of work	37.5 hours weekly – Mon to Friday 9 am – 5 pm
Place of work	Global Care, 2 Dugdale Road, Coventry CV6 1PB
Responsible to:	Head of Operations

Main purpose of the job

To ensure the efficient and effective administration of operational processes, systems and records as an integral part of Global Care's Operations Team

Key Tasks

1. To be responsible for the administration of key operational processes, including the remittance of funds to overseas partners, the monitoring of project reporting and reconciliation of project financial reports.
2. To support the Operations Team with planning and organising overseas travel.
3. To ensure that all project information, agreements and operational records are securely maintained in line with agreed naming and filing conventions.
4. To communicate relevant information from project reports, operational meetings and interim updates from overseas partners to the wider staff team and Board of Trustees.
5. To ensure that Partnership and Funding Agreements with overseas partners are up to date and any non-compliance with the requirements set out in these agreements is escalated to the Head of Operations.
6. To support the Head of Operations and our overseas partners with the development of proposals for new projects and to ensure colleagues have the information needed to promote successful fundraising initiatives and to apply for grant funding.
7. To act as a key contact point for overseas partners, ensuring that all monitoring, evaluation and reporting deadlines, including financial reporting, are met and reports to funders are submitted on time.
8. To be responsible for the administration of key financial procedures, including the preparation of overseas budgets and remittances, the monitoring of financial reporting and the reconciliation of project accounts.
9. To uphold and promote Global Care's Christian ethos and organisational values and its commitment to equality, diversity and inclusion and anti-discriminatory practices.
10. To work in accordance with all statutory requirements and organisational policies, including Global Care's Information Security, Data Protection, Health & Safety, Finance and Safeguarding Policies.
11. To contribute to the spiritual life of the organisation by leading staff in times of prayer and collective worship on a regular basis.
12. To undertake any other appropriate task as requested by your line manager or member of the Senior Management Team.

Person Specification

Essential

- Competent user of MS Office, including Word, Excel, Teams, SharePoint and Outlook
- A confident communicator, able to communicate clearly in writing, in person and on-line.
- Experience of finance procedures, including budgets, audits and monitoring financial performance.
- Good analytical skills with the ability to collate and interpret data.
- Good time management skills and the ability to work on own initiative.
- Adaptable with the ability to prioritise competing tasks and to work under pressure to meet deadlines.
- A team player who is willing to support others and who is also comfortable seeking help when required.
- Enthusiasm for Global Care's mission and objectives and its role in tackling the impact of poverty on vulnerable children through sustainable grass-root solutions.
- A practicing Christian with a demonstrable personal commitment to their Christian faith and able to actively participate in and lead acts of worship and prayer.
- Ability to interact with and support stakeholders from other Christian-based organisations such as churches, Christian charities and overseas partners.

Desirable

- Experience of working in the charity sector, preferably in an international development setting.
- Knowledge of child safeguarding principles and good practice.
- Experience of working and communicating cross-culturally, including with people whose first language may not be English.
- Experience of using a Customer Relationship Management System to effectively deliver excellent customer service

Due to the faith-based nature of the charity and the requirement to regularly lead acts of worship and prayer, the post holder must be a practicing Christian. A Genuine Occupational Requirement (GOR) applies, in line with the charity's mission and Christian ethos and values.