

*Job Pack for*

# HEART Administrator



REGISTERED OFFICE: ST PANCRAS CHURCH 101 ST  
PANCRAS, CHICHESTER, PO19 7LJ.

Chichester HEART for Homeless is a Charitable Incorporated Organisation  
No. 1185120  
[www.heartchichester.church](http://www.heartchichester.church)

# Contents

Section	Page
1. Letter from the Trustee	3
2. Role Profile	4
3. Personal Specification	7
4. Working with HEART	8
5. The Recruitment Process	9
6. Further Information on HEART	10
7. Key Facts and Figures	11



May 2020

Ref: Administrator Role

Dear Applicant,

Thank you for your interest in the part-time role of Administrator of HEART. This role provides a great opportunity to join the growing work of the newly formed charity in the city of Chichester, West Sussex.

HEART is the collaborative work of the churches to offer care and support to those who are homeless in the city, which was formed in 2017.

We currently open up our church buildings, offer a warm welcome and a hot meal every day of the week to the city's homeless community and others who are in need. This is delivered by an amazing team of trained volunteers drawn predominantly from the city's churches.

We are looking for a proactive administrator to continue to build strong infrastructure and systems in order that HEART can grow and flourish. The right person will be committed to assisting our amazing team of volunteers for the benefit of our guests. They must be relational and willing to play their part on the team.

The role advertised is as a 14 hour a week post. The Board of Trustees foresee further opportunities for this role to increase in hours and responsibility as HEART continues to grow. We therefore seek a suitable person who would have an appetite and capacity to grow with the charity in the coming years.

If you think you have the skills and passions that we are looking for and want to be part of our staff team, we would be delighted to hear from you. I look forward to receiving your application.

Yours sincerely,

Dan Slatter  
HEART Trustee

## 2. Role Profile

Job Title	Administrator
Hours	Part-Time (14 hrs/wk)
Location	Chichester, West Sussex, UK.
Reports to	Designated Trustee
Responsible for	<ul style="list-style-type: none"> <li>○ Volunteers</li> </ul>
Purpose	<p>To help provide the administrative support to enable the HEART team of volunteers provide a warm welcome and Christ inspired hospitality to our guests. To assist the HEART Board of Trustees in the good governance and management of the charity.</p>
Key External Contacts	<ul style="list-style-type: none"> <li>○ Four Streets</li> <li>○ Stone Pillow</li> <li>○ Chichester District Foodbank</li> <li>○ Chichester District and City Councils</li> </ul>
Key Internal Contacts	<ul style="list-style-type: none"> <li>○ Board of Trustees</li> <li>○ Outreach Worker</li> <li>○ Safe Guarding Co-Ordinator</li> <li>○ Volunteer Team</li> </ul>

Key Accountabilities	Key Elements
Communication	<ul style="list-style-type: none"> <li>• Being the point of contact for HEART responding to emails, letters, phone calls and social media contacts</li> <li>• Organising date and times for Trustee meetings, circulating agenda, attending and taking minutes and circulating minutes after the meeting.</li> <li>• Checking content of <a href="http://www.heartchichester.church">www.heartchichester.church</a> website and making any changes/updates via contractor</li> <li>• Gathering Meal Attendance Records from each meal via team leader and keep records</li> <li>• Responding to any urgent situations that have arisen from any of the meals that week as recorded on the Meal Attendance Records and notifying Safeguarding Lead &amp; Trustees where necessary</li> <li>• Updating and moderating the HEART Facebook &amp; Instagram Pages</li> </ul>
Volunteers	<ul style="list-style-type: none"> <li>• Assist in recruitment of volunteers</li> <li>• Responding to volunteer queries/questions</li> <li>• Organise termly team leaders forums</li> <li>• Thursday and Sunday meal Rotas- Liaise with Team Leaders first about their/their team's availability for the upcoming term.</li> <li>• Organise training for volunteers</li> <li>• Registering new volunteers and recording necessary details</li> <li>• Ensure all new volunteers have been sent the Risk Assessment</li> <li>• Ensuring and recording Cooks have up to date Food Hygiene Level 2 Certificates</li> </ul>
Finances	<ul style="list-style-type: none"> <li>• Main contact for Bank</li> <li>• Making Payments</li> <li>• Processing Invoices</li> <li>• Submitting receipts for purchases made and to reimburse volunteers</li> <li>• Work with Approved Accounting to provide information for quarterly and year end reporting.</li> <li>• Overseeing Gift Aid declarations with the support of Approved Accountancy</li> <li>• Banking duties</li> </ul>
General Administration	<ul style="list-style-type: none"> <li>• Purchasing items and or equipment as needed for the project</li> <li>• Day to day practical jobs that Outreach Worker may need assisting in/help getting organised from an administrator</li> <li>• Collating and recording numerical data monthly and circulate to Trustees and Outreach Worker</li> <li>• Summarising the monthly data at the end of the year for Trustees and funders</li> </ul>

	<ul style="list-style-type: none"> <li>• GDPR lead undertaking the duties as set out in out in the Data Protection Policy</li> <li>• Health and Safety lead undertaking the duties of Health and Safety Officer as set out in the Health and Safety policy</li> </ul>
Fund Raising	<ul style="list-style-type: none"> <li>• Researching new funding opportunities</li> <li>• Completing funding applications</li> <li>• Keeping existing funders up to date with progress of HEART</li> <li>• Thank donors on behalf of Trustees</li> </ul>

During the COVID-19 Restrictions, the job role will also include:

- Be a point of call for the Outreach Worker and all Volunteers for emergencies (this could be any day)
- Manage stock of food and consumable resources via updates from the Outreach Worker- keep a stock list on the Google Drive and use this to generate shopping lists
- Organise a volunteer to shop for supplies at Booker in advance of stock running out using either St Pancras, Revelation or their own Booker Card
- Point of contact for The Foodbank- ask when we need supplies
- Point of contact for The Chichester Four Streets Project- answer any queries and forward on messages as necessary
- Point of contact for UK Harvest- contact them to see what they can help us with an arrange collection of food

### 3. Personal Specification

	Essential
Knowledge	<ul style="list-style-type: none"><li>• Administrative practices and procedures</li><li>• Good administrative platforms and tools</li><li>• Issues contributing to homelessness in the UK.</li></ul>
Skills	<ul style="list-style-type: none"><li>• Excellent verbal and written communications skills</li><li>• Ability to work as part of a small team</li><li>• Ability to run simultaneous tasks, ensuring smooth running and successful completion</li><li>• Computer literate (Windows and MAC)</li><li>• Excellent project time management and planning skills</li><li>• Able to organise own work load to meet deadlines</li><li>• Problem solving skills</li><li>• Able to take initiative</li><li>• Eye for detail</li><li>• Overseeing processes from beginning to end, e.g. setting up policies</li></ul>
Experience	<ul style="list-style-type: none"><li>• Supporting and working with teams of volunteers.</li><li>• Planning strategy and programmes for you.</li><li>• Running Administration</li><li>• Health and Safety compliance</li><li>• Working for a small organisation</li></ul>

#### 4. Working at HEART

The salary for this post is:

£22,000 (FTE)

The salary is next due for review in March 2021.

The hours we work at HEART:

35hour working week. We have a flexible working practice.

Our office is open from 8am until 5.30pm with core hours from 9am until 5pm.

This role will require some flexible working hours (evenings and weekends).

Our holiday entitlement is:

25 days per year plus Public Holidays.

This contract is:

Permanent Contract.

Where our offices are located:

104 The Hornet, Chichester, West Sussex, PO19 7JR



## 5. The Recruitment Process

To apply, email or post:

- Completed Application Form
- A supporting statement showing how you meet the person specification

To: Hannah Lewis  
HEART  
104 The Hornet  
Chichester  
West Sussex  
PO19 7JR

Email: [hannah@heartchichester.church](mailto:hannah@heartchichester.church)

The closing date for applications is 29<sup>h</sup> June 2020

The interviews will be held 1<sup>st</sup> July 2020

Any job offer will be subject to a Safer Recruiting process used by the HEART

There is not a 'genuine occupational requirement' (GOR) for this role to be held by a practising Christian. The successful applicant will need to feel comfortable with the Christian values and practises that is the core of HEART. This includes the promotion of the Christian faith.

If you have any queries about this role please contact Hannah Lewis on 01243 531898 or [hannah@heartchichester.church](mailto:hannah@heartchichester.church)

## 6. Further information about HEART

### Our name explains a lot

We have a HEART for those in our city whose lives are complex and difficult leading to homelessness. We are a registered charity formed by the Churches in Chichester, West Sussex, aiming to show care and friendship to those within our city who find themselves Homeless. Although HEART officially formed in 2019 the churches work with Homeless dates back many decades. As there is a growing unity within the churches of Chichester we decided the way of increasing our reach and impact was to work together and thus HEART was formed in 2017.

Our heart is to offer food and friendship for those who want it regardless of their current situation. Our faith inspires us to do something about the injustice of homelessness. We have gathered a team of like-minded volunteers who offer friendship and hospitality to all our guests.

### What we do

The main focus of what we do is offering hospitality and friendship everyday of the week in one the church buildings in the city centre. Each day either a hot full breakfast or three course lunch is served with a smile as we open our doors. HEART also employs a part-time Outreach Worker who works directly with our guests who want a little more support and assistance beyond our hospitality.

### How we work

Firstly, we acknowledge that we are not the solution but hope that we are part of it. With this in mind we are committed to working in partnership with other charities, community initiatives and statutory bodies in the city and region who care for our Homeless community.

HEART is overseen by a small Board of Trustees representing the local churches. We then rely on an amazing army of volunteers each day to turn our buildings into a pleasant to eat and rest.

## 7. Key Facts and Figures

### Governance

A board of Trustees governs Chichester HEART for Homeless, which is responsible for ensuring that the charity is well managed and abides by its charitable aims and objectives. The trustees support the work of our staff and volunteers.

### Staff and Volunteers

HEART currently employs 2 part-time staff members who work out of our office base. We have an amazing team of 30 volunteers. Volunteers commit into different roles and for differing amounts of time. Some volunteer a couple of times a week and others once a month.

### Income and Expenditure

HEART has a turnover of under £30,000.