Job description

Post	Finance & Resources Group Administrator
Responsible to	Facilities Manager
Team	Facilities
Group	Finance & Resources
Proposed grade	D
Contract	Permanent
Hours	Full time (35 hours a week)

The organisation you'll be joining

Welcome to Church Mission Society, where we are passionate about God's mission and eager to see more and more people become followers of Jesus. For 225 years CMS has been at the forefront of global mission, living out the gospel of Jesus, seeing lives changed and communities transformed across the globe. Often in ways we could not have anticipated.

Founded by William Wilberforce and other members of the Clapham Sect group of activists in 1799, today CMS supports hundreds of people and partners in mission working together across Africa, Asia, Latin America, Europe and the Middle East. We also train UK Christians for creative, ground-breaking mission in Britain.

From empowering marginalised people to reach their God-given potential to standing in solidarity with people whose faith makes them outsiders in their culture to discovering creative ways to share the hope of Jesus, CMS is at the cutting edge of mission, displaying the love of Jesus to many people who might not have believed he was for them.

In recent years, we've undertaken a prayerful review of our organisation, in order to discern our mission call for this generation. In the process we have rediscovered and been re-inspired by the pioneering spirit of our founders. Those joining the CMS global mission community today will find a diverse group of people that have been reinvigorated with a fresh vision to join together to make disciples of Jesus among people at the edges, both in the UK and around the world.

Jesus spent much of his time with people at the edges, and that's where we want to be too.

Church Mission Society invites people at the edges of church, the edges of society and the edges of our comfort zones to follow Jesus and play a part in his story. Come with us to the edges and discover God at work in ways you might not have expected

Our culture

At CMS we work hard to ensure that every member of staff is valued, supported and encouraged to continually learn and develop their skills. We rely upon God's presence, wisdom and grace and therefore, prayer is central to everything we do.

Our vision

To see our world made new by the love of God as we follow Jesus to the edges.

Our purpose

We exist to make disciples of Jesus at the edges.

Our core values

Pioneering. Relational. Faithful. Evangelistic.

Your role

You will provide administrative, reception and facilities support to help ensure the smooth running of CMS House and the Finance & Resources Group. You will welcome visitors, coordinate meeting and conferencing arrangements, and provide effective administrative assistance across the group.

You will organise your own workflow, exercise discretion in prioritising agreed tasks, and resolve routine enquiries and operational issues independently within established procedures. More complex matters, competing priorities and decisions outside your authority will be referred to the Facilities Manager.

The balance of responsibilities will be agreed and regularly reviewed with the Facilities Manager to ensure that the breadth of the role remains manageable within your contracted working hours.

Your relationships

You will report directly to the Facilities Manager, Simon, who will oversee your workload and priorities and retain responsibility for more complex decisions.

You will work alongside the CMS House Supervisor, Linda, coordinating reception, conferencing and facilities activities. Linda will be a colleague with whom you work closely, rather than your line manager.

You will also work with colleagues across the Finance & Resources Group and have regular contact with CMS staff, tenants, visitors, conference organisers, caterers and contractors.

Your responsibilities (the order indicates weight and importance)

Finance and administrative support — approximately 40%

- Gather, prepare and distribute agenda packs and supporting documents for group and cross-team meetings.
- Take accurate minutes at team and committee meetings, promptly circulate agreed action points and follow up with action owners.
- Provide administrative support across the Finance & Resources Group, including logging queries, maintaining records, filing, scanning, printing and processing documentation.
- Assist the Finance team with routine finance-related administration, documentation and basic data entry, following agreed procedures and authorisation arrangements.
- Manage group email inboxes, responding independently to routine enquiries and referring other matters to the appropriate colleague.
- Coordinate meeting arrangements and support diary management, including room and Zoom bookings.
- Plan and organise your administrative workload, using judgement to prioritise tasks and meet agreed deadlines. Refer conflicting demands or capacity concerns to the Facilities Manager.

Reception and front of house — approximately 35%

- Provide agreed reception desk coverage, offering a professional, warm and courteous welcome to staff, tenants and visitors.
- Work alongside the CMS House Supervisor to coordinate reception coverage and maintain continuity of service within agreed working arrangements.
- Keep the reception area tidy, secure and presentable.
- Answer and direct incoming telephone calls and respond helpfully to in-person enquiries, resolving routine queries independently where appropriate.
- Issue and maintain records of building access fobs for authorised staff, contractors and guests in accordance with agreed procedures.
- Coordinate incoming and outgoing deliveries, parcels and daily mail distribution across CMS departments and tenants.
- Assist visitors with signing-in procedures and access to guest Wi-Fi.

Conferencing and facilities operations — approximately 25%

- Process provisional conference room bookings, respond to routine client enquiries and coordinate room setup requirements with organisers.
- Work alongside the CMS House Supervisor to prepare conference rooms, including arranging tables and chairs, setting up audiovisual equipment and replenishing refreshments, following safe working procedures.

- Liaise with external caterers about catering requirements for events and meetings.
- Sign in facilities contractors, explain relevant site safety procedures and arrange authorised access to work areas, referring concerns to the Facilities Manager.
- Support agreed fire alarm and evacuation procedures, including taking the Assembly Point register to the designated assembly point, and act as a contact for emergency services where required and appropriately trained.
- Assist with building security and basic car park monitoring during busy conference periods, as directed by the Facilities Manager.
- Identify and report facilities faults, safety concerns and operational issues promptly, dealing with routine matters within your authority.

Other

- Ensure the safety and security, and respect the rights, of all staff, partners and supporters:
    - Understand and follow CMS safeguarding policies.
    - Understand and follow security procedures for all public materials and content, to keep mission personnel and strategic partners safe. Ensure the confidentiality of supporters and that all data relating to them is maintained and processed in compliance with the General Data Protection Regulation (GDPR) and Privacy and Electronic Communications Regulations (PECR).

Person specification

Job Title

	Essential	Desirable
Qualifications	• Education to A-level standard or equivalent education or relevant experience.	• Relevant training or qualifications in administration, facilities or customer service.
Experience	• Proven administrative experience in a busy team environment. • Experience of providing customer service in a reception, facilities or other customer-facing setting.	• Experience supporting finance or operations teams. • Experience of conference administration, room bookings or facilities support. • Experience working within a charity, mission or church organisation.
Skills and abilities	• Strong organisational skills and attention to detail. • Ability to organise your own workflow, prioritise competing tasks with discretion and meet agreed deadlines. • Ability to resolve routine enquiries and issues independently, recognising when to refer matters to	• Familiarity with room booking, CRM or financial administration software.

	your line manager. • Excellent written and verbal communication skills. • Ability to take accurate meeting minutes and record clear action points. • Proficiency in Microsoft Office, including Word, Excel, Outlook and Teams. • Ability to handle confidential information with care and discretion.	
Knowledge and understanding	• Understanding of administrative procedures and effective record keeping. • Understanding of confidentiality and data protection requirements. • Basic understanding of health and safety and facilities practices.	• A passion for global mission.
Disposition	• Welcoming, friendly and customer-focused approach. • Proactive and self-motivated, with a practical approach to solving problems.	

	• Collaborative team player who works effectively alongside colleagues. • Reliable, adaptable and accountable for your work. • Willingness to learn and develop relevant skills	
Other	• Safeguarding checks • Committed / in sympathy with the aim and values of CMS	

Terms and conditions

Job Title

Conditions, including but not limited to the below:

1. The appointment is subject to satisfactory references, safeguarding checks and a probationary period of six months.
2. **Salary:** The post is within Grade D of the CMS salary scales; starting at £28,170 per-annum with further salary advancement opportunity. Salaries are reviewed annually at the beginning of February.
3. **Expenses:** Expenses incurred in connection with work in accordance with established regulations will be paid.
4. **Pension:** There is a group personal pension scheme applicable to your employment and you are entitled to participate in this scheme subject to the rules of the scheme. You will be automatically enrolled into the scheme, however there is an opt-out option. The employer's contribution is 5 per cent while the employee's contribution is 3 per cent of the pensionable salary. In addition, CMS will match your additional contribution (over the min three per cent) up to an additional five per cent. The life insurance scheme provides a death in service benefit of four times the basic pay.

   Those eligible for pension rights under the Clergy Pensions Measures administered by the Church of England Pensions Board may continue to qualify for those rights.
5. **Work base:** This is an office-based post and this will be your centre for the purpose of claiming travelling expenses if appropriate.
6. **Holiday entitlement:** Annual leave is 28 days pro rata, of which up to 3.5 pro rata are to be taken between Christmas and New Year, plus statutory bank holidays.
7. **Notice:** One month written notice on either side is required for the termination of the appointment after the probationary period.

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