



## **Providing a lifeline of welfare and support to fishermen and their families**

The Fishermen's Mission is a Christian charity that provides emergency and welfare assistance to active and retired commercial fishermen and their families through practical, spiritual and pastoral support. Every year we help thousands of clients, many in desperate circumstances.

The operational staff are supported by a small Head Office team comprising the Chief Executive (who is also the Chief Operating Officer) and the Director of Business Development, with administration provided directly by the Executive PA, Operations Manager and the Operations and Business team.

The Operations Administrator offers support to port staff in the main but will provide cover for other areas at peak times and as required.

### **About You**

You will be able to undertake a wide range of tasks in differing situations, with a degree of personal responsibility and autonomy. It is important to be able to work both alone and as a member of the team.

In order for the Charity to work effectively, you may be required to assist with other areas of work and, therefore, you should be prepared to undertake other duties appropriate to the post, as delegated by your line manager.

<b>Job Title:</b>	Port Operations Administrator
<b>Responsible to:</b>	Operations Manager
<b>Hours:</b>	25 hours per week (Start and finish times to be agreed)
<b>Purpose of the Role:</b>	To support the Operations Manager to deliver the Port Operations in line with the Mission Strategy and to help ensure consistency and compliance across the Ports.

The scope of the job is to be responsible for the key responsibilities listed below and to support the shared tasks within the Business Administration Team.

### **Key Responsibilities**

- Analysis and support for the Quality Assurance of Mission Support Forms (MSF) and data.
- Collation of the Mission Statistics, weekly and monthly monitoring and production of reports for the executive. To reconcile the MSF monthly with the finance team.
- Updating and distributing staff lists for both internal and external distribution.

- To provide support and guidance to all Port Staff as needed, under the direction and guidance of the Operations Manager/Assistant Operations Manager/Executive
- Administration of the Peninsula Health and Safety System – Add new starters, remove leavers, reallocate outstanding tasks and run outstanding tasks report each month end to update.
- Manage the fishing news annual subscriptions adding and removing any new starters and leavers.
- Administration of DBS applications for all staff and volunteers
- Procurement of items for new starters & renewals including ordering uniforms, ID badges, business cards, name badges, plastic business cards and posters. Sourcing/research into additional items may be required on occasion
- Monitor and chase training compliance. Adding certificates and details as necessary to the HR system, Iris HR
- Administration of the Fishermen's Mission's cars, tax renewals, health disclaimers and driver's handbook return. Including the management of the private use and production of the year end P11's for cars. Also, to administer the Avis hire car account for general bookings.
- Administration of the landlord's responsibilities for the Melita Houses (Retirement) including Health & Safety, rent increases and oversee the maintenance contractors.
- Support the Operations Manager with the organisation and administration of the annual conference
- Support the Operations Manager with the administration of the Out of Hours Response rota.
- Use MS Teams to post birthday messages for all staff
- To work at all times with compassion and empathy, within the Christian Ethos of the organisation.

### Shared Responsibilities

- Provide support to the Executive and Executive PA
- General office administration, answering and dealing with phones queries, opening post, sending out post parcels and letters, answer HO front door and greet guests.
- To advise and assist as management may reasonably require.
- Assist with general office filing and archiving.
- During Peak times to take the lead on a rota basis for:
  - processing incoming post
  - processing credit card donations
  - Managing the enquiries email account

### **Person Specification**

#### Essential

- At least 2 years administration experience in an office environment
- Ability to data input to a high degree of accuracy
- An excellent personable telephone manner
- Able to work as part of a team

- Intermediate skill level using Microsoft office (Outlook, Word, Excel)
- Highly organised
- Strong attention to detail
- Demonstrate integrity and be respectful of confidential information
- The ability to represent the Fishermen's Mission with appropriate compassion, clarity and confidence

#### Desirable

- Charity experience
- Office 365 experience
- Experience of working in a busy environment
- Experience of working with a remote team

### **Terms and Conditions**

**Based:** Fishermen's Mission Head Office, Whiteley.

**Hours:** 25 hours per week. Once training and probationary periods have been completed there is a possibility that up to 2 working days can be completed at home as part of a hybrid working arrangement.

**Line management:** The post reports to the Operations Manager and is part of the Head Office administration team

**Annual Salary:** £16943.24

**Probationary period:** 3 months.

**Group personal pension plan:** available on satisfactory completion of 3 months service.

**Life Assurance:** up to four times annual salary.

**Holiday:** 25 days annual leave plus public holidays.

#### **Application and interviews**

- Please submit your CV along with a covering letter/email to Hanna Taylor at [hannataylor@fishermensmission.org.uk](mailto:hannataylor@fishermensmission.org.uk)
- The closing date for applications will be Thursday 14 October 2021.
- Interviews will be held at our Head Office in Whiteley, Hampshire on Thursday 21 October 2021.

Appointment will be subject to receipt of satisfactory references and a DBS check. *Further information regarding the Fishermen's Mission can be obtained from our website: [www.fishermensmission.org.uk](http://www.fishermensmission.org.uk) Find us on Twitter (@thefishmish) and Facebook*