

# JOB PROFILE

How to Apply for this Job

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## Background on Tearfund

**Who we are:** We are a Christian organisation partnering with the local church wherever possible to see change in the lives of those in greatest economic need. We believe poverty is caused by broken relationships with God, others, the environment and ourselves, and working to see those relationships restored is key to how we work. We want to see change that is economic, material, environmental and spiritual. See: Tearfund's [Theory of Mission](#)

**Our vision:** To see people freed from poverty, living transformed lives and reaching their God-given potential

**Our mission:** We follow Jesus where the need is greatest, responding to crisis and partnering with local churches to bring restoration to those living in poverty

**Our values:** We aspire to be courageous, truthful, compassionate, servant-hearted and Christ-centred

*Relevant scriptures include: 2 Cor. 5:8-11, James 3:18, Romans 8:18-25, Philippians 4:7, John 10:10, Luke 4:16-21 and Micah 6:8*

## Tearfund's Application Process

All applications need to be completed online using our online registration form. As you progress through your application, please ensure that you save each section.

If after reading though this Job Profile, you have any questions or want to find out more about our recruitment process, please do not hesitate to contact [recruitment@tearfund.org](mailto:recruitment@tearfund.org).

In this Job Profile pack we've included a full Job Description as well as a Person Specification. Please ensure that your application clearly shows how your skills and experience meet the requirements for this post.

## Job Profile

<b>Job Title</b>	Operational Support Administrator
<b>Group</b>	International
<b>Team</b>	Southern & East Africa
<b>Location</b>	Tanzania
<b>Responsible to</b>	Quality & Operations Lead

### Part 1 – Job description

#### 1. Main purpose of the job

To assist the Quality Operations Lead by providing a proactive, quality administrative, Finance and Logistics service. In particular, to maintain electronic and paper filing systems, analyze and coordinate statistics and assist with project work. And support the Influencing Programme Manager Tanzania on financial matters in Tanzania.

#### 2. Position in organisation

Grade: 7

The Operational Support Administrator is line-managed by the Quality & Operations Lead and works closely with other members of the Regional team. The role involves liaison with other Tearfund colleagues at all levels as well as members of the public and other external contacts.

#### 3. Tearfund's Christian culture

We believe that prayer and discernment is fundamental to Tearfund achieving its mission of restoring relationships, ending extreme poverty and transforming lives. As a Tearfund staff member you are encouraged to:

- Engage with Tearfund Prays and the Prayer hub
- Lead or participate in spiritual sessions of prayer and biblical reflection within your group
- Be committed to Tearfund's Mission, Values and Beliefs statement and to be actively working and living in accordance with Tearfund's Christian beliefs and theory of mission
- Maintain your own spiritual development, discover your gifts/callings and grow in discipleship

#### 4. Organisational requirements

- All staff are expected to live out Tearfund's values as they represent Tearfund externally
- All post-holders are expected to fulfill their personal objectives set by their line manager, contribute to their team's overall objectives, take responsibility for reviewing their ongoing personal development and maintain an awareness of Tearfund's strategy.
- All Tearfund staff share responsibility to promote and maintain a strong safeguarding culture, including identifying the key actions they should take given their role and responsibilities.

#### 5. Scope of job

- Provide comprehensive, administrative support to the Quality & Operations Lead
- Update corporate reporting and maintain electronic and paper filing systems
- Provide Financial support in Country

- Contribute to the life and work of the team

## **6. Duties & Key Responsibilities**

### **Provide comprehensive administrative support to the Quality & Operations Lead**

- Assist the Quality & Operations Lead to prepare for and conduct internal and external meetings, drafting agendas, dispatching papers, booking meeting facilities and taking and circulating minutes.
- Responsible for archiving and clearing the team's filing system.
- Arranging travel and accommodation for the Quality & Operations Lead
- Liaising with appropriate authorities and services to arrange visas and other permits for travel
- Maintaining and monitoring google calendars
- Proactively identify administrative needs and recommend and implement improvements to administrative processes;
- Liaison with other Tearfund teams as and when required.
- Ad hoc administrative tasks as required.

### **Assist the Quality & Operations Lead in project work, coordination of information and statistical analysis**

- Contribute to ad hoc projects as requested by the Quality & Operations Lead;
- Run reports and gather statistics relating to designated areas, as requested by the Quality & Operations Lead

### **Update the Corporate reporting and maintain electronic and paper filing systems**

- Monitor requests for mandatory information for the Quality & Operations Lead
- Responsible for maintenance of electronic and paper files;
- Keep properly filed legal documents as required

### **Provide Financial support in Country**

- management of in country finance transactions [CCBs] on a monthly basis and financial processes up to year end
- processing in country payments and filing of supporting documents
- preparation of the CCB's on a monthly basis
- supporting the Influencing program manager Tanzania on financial matters

### **Contribute to the life and work of the team**

- Engage in activities within the team relating to spiritual sessions of worship, prayer, reflection or teaching;
- Help and support other colleagues with their workload as reasonably expected;
- Communicate effectively with other team members

**Part 2 – Person specification**

**Job title: Operational Support Administrator**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Qualification in Business Administration or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Business administration qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of and proven ability to develop and manage a range of administrative processes</li> <li>• Experience of working in a fast paced environment</li> <li>• Experience of working with people from different cultures</li> <li>• Team working</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge or experience of financial processes</li> </ul>
<b>Skills/Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent spoken English</li> <li>• Organisational &amp; administrative skills</li> <li>• High level of accuracy and attention to detail</li> <li>• Proven ability to manage Microsoft Office programmes</li> <li>• Proactive approach to problem solving</li> <li>• Ability to set up systems and processes</li> <li>• Ability to prioritise work and work to deadlines</li> <li>• Confident in face to face communication</li> <li>• Confident and sensitive verbal &amp; written communication</li> <li>• Ability to manage small projects</li> <li>• Ability to maintain confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to influence at all level in diplomatic and assertive manner</li> <li>• Ability to analyse situations and make independent judgements within clear fixed boundaries</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Committed Christian with a personal relationship with God</li> <li>• Committed to Tearfund's Mission, Values and Beliefs</li> <li>• Self-starter / Able to use own initiative</li> <li>• Commitment to work of a high standard</li> <li>• Well-developed awareness of own limitations and when to seek help / advice</li> </ul>	

**OTHER COMMENTS:**  
**All roles require a DBS/Police check**

- Regular travel across regional countries is a requirement
- All roles require a DBS/Police check
- Tearfund is a member of the [SCHR Misconduct Disclosure Scheme](#)
- Personal identification information will be submitted against a Watchlist database to check against criminal convictions as a counter-terror measure

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