



**Administration
and Order
Fulfilment
assistant
recruitment
pack 2024**



GB Ministries is the operating name of The Girls' Brigade England & Wales - a company limited by guarantee (No 206877) and a registered charity (No 206655)

Introduction

About the job:

We seek to appoint an administration and order fulfilment assistant to provide administrative support in the GB Support Centre and assist with GB Trading order fulfilment.

Who we are:

Girls' Brigade Ministries is the operating name of Girls' Brigade England & Wales. We help girls and women explore and engage with real life and Christian faith in fun, informative and hopeful ways.

We are a registered charity (Charity Number 206655) and a company limited by guarantee (Company Number 00206877) registered in England and Wales at Cliff College, Calver, Hope Valley, S32 3XG.

Click [here](#) to discover more about Girls' Brigade Ministries.

Working arrangement:

This role is based at the GB Support Centre, Cliff College, Derbyshire. The normal hours of work are 35 each week.

Faith:

A specific faith is not an essential requirement for this role, but the successful applicant should be comfortable working alongside and in partnership with an organisation rooted in faith and be fully supportive of and engaged with the ethos, values, and aims of Girls Brigade Ministries.

Next steps:

To make an application send an up-to-date CV with a detailed covering letter outlining your interest in the post by email to jess.gill@gb-ministries.org.

1. Closing date	23 May 2024
2. Interview date	5 June 2024

1. We reserve the right to close the vacancy earlier than this date and without further public notification should a sufficient number of applications be received.
2. Interviews will be held in-person at our office at Cliff College, Calver, Hope Valley, S32 3XG.

Job description

Job title:	Administration and Order Fulfilment Assistant
Location:	GB Support Centre, Derbyshire
Responsible to:	Operations Manager
Accountable to:	Chief Executive Officer
Working hours:	35 hours (including 7 hours remote/home working)
Salary:	£20,821

Job summary

Objective of the role

The post holder will be responsible for enabling GB Ministries to fulfil its vision and mission goals by:

- Providing administrative support in the GB Support Centre
- Assisting with GB Trading order fulfilment

Key aspects of this role will be:

- Supporting GB Trading with order fulfilment

General office administration

- Processing incoming and outgoing post
- Responding to telephone enquiries, redirecting to the appropriate staff members
- Supporting and attending GB conferences and other events as agreed
- Issuing letters of thanks for donations

Administration of GB volunteer records

- Registering new volunteers and regularly updating our GB database
- Processing DBS (Disclosure and Barring Service) checks and issuing reminders
- Registering and updating training records
- Issuing long service and special awards
- Issuing letters of thanks to retiring volunteers
- Providing assistance with the annual census

General support to GB volunteers & churches

- Monitoring and responding to enquiries in central email inbox
- Providing support to volunteers in the use of GB Manager
- Providing support to volunteers to complete required documentation
- Providing support to affiliated churches to complete required documentation

Order fulfilment

- Taking of GB Trading orders and redirecting to the appropriate staff members
- Picking and packing of GB Trading orders
- Using Xero or other financing software to aid with the fulfilment of orders

All members of the GBM staff team are expected to work together on team tasks and to support one another in busy periods for the sake of the aims of our mission. Some evening and weekend working will be required.

Person specification

Job title: Administration and Order Fulfilment assistant

Attributes	Essential	Desirable	
Education and training	Educated to GCSE grade 4 or above		C, D
		Manual handling training	C, D
Experience	Previous experience of carrying out administrative activities		C, I, E
	Evidence of proven skills in working to deadlines, and enabling others to achieve a deadline		C, I
		Experience in order picking and/or packing	C, I
		Experience of GB activities and awards	C, I
		Knowledge and experience of Volunteer leadership and/or the needs of volunteers	C, I
Skills and knowledge	Working knowledge of, and ability to use, the Microsoft Office suite of applications		C, I, E
	Ability to prioritise		C, I
	Good written and verbal communication skills		C, I
	Ability to build trusted relationships with team members and volunteer leaders		C, I
	Able to work effectively within a team or independently		C, I
		Experience in using Xero or other financing software	C, I

Evidence:

C - CV and covering letter; I - Interview; D - Documentary evidence; E - Exercise

Contract type	Permanent, full-time
Working hours	35 per week
Rate of pay	£20,821 per annum
Working pattern	4 days office working, 1 day (Fridays) remote/home working
Required working	Some flexibility in working hours is required due to the nature of the post and work with volunteers and the person will be expected to work evenings and weekends as required. Time off in Lieu is given for authorised hours worked in excess of 35 per week.
Annual leave	28 days years 1 to 4 33 days years 5+ 8 days bank holidays 5 days volunteer leave
Enhanced sick pay	Following probationary period: Years 1 and 2 – one month full pay; one month half pay Years 3 to 5 – two months full pay; two months half pay Years 5+ - three months full pay; three months half pay
Family friendly	Enhanced maternity and adoption leave entitlements
Pension	Auto enrolment with the NEST Pension Scheme
Probationary period	Appointments for employees are made subject to the satisfactory completion of a probationary period of three months
DBS disclosure	Due to the nature of this post, appointment will be subject to a satisfactory enhanced disclosure from the Disclosure & Barring Service

Important notes

Disability:

Please let us know if you require adjustments making at any stage or to any aspect of the application process or provide us with any information that you feel relevant whilst we consider your application. If you are selected for interview, we will ask if you have any access needs or if you require any reasonable adjustments to be made for the interview. Please be assured that we will be supportive in discussing reasonable adjustments at all stages of this recruitment process. If you have any questions about the way that we are recruiting, please do not hesitate to contact us in confidence here.

Entitlement to work in the UK:

Any job offer will be conditional, subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK should any an offer of employment is made.

Experience, knowledge, skills, and abilities:

The person specification lists minimum requirements for this post. When shortlisting, the selection panel will only consider information contained in your application and assess this against the person specification.

References:

Any job offer will be conditional, subject to the receipt of satisfactory references. One should be from your current or your most recent employer, the second from a previous and relevant work experience. It is important that both referees are able to comment on your suitability to the role.

Criminal convictions:

Anyone who applies to work with us will be asked to disclose details of unspent convictions during the recruitment process. Having a criminal record does not necessarily bar you from working for us however this will depend on the job that you have applied for and the nature of the conviction.

Data protection:

The information you provide will be held in the strictest confidence. We process information in line with our Privacy Policy and if you are successful in your application the information will be used to administer your employment with us. By applying we assume you agree to the processing of your data in accordance with our Privacy Policy.

Equality, diversity, and inclusion:

Our aim is to have a workforce that reflects the diversity of talent, abilities, and skills drawn from across our community. In line with the Equality Act 2010, we will monitor the composition of our workforce to ensure it is representative and that staff are treated equally and fairly.

Recruitment will be made solely on the basis of the applicant's abilities and individual merit as measured against the criteria for the job.

Other policies:

We have a range of policies and processes in place to protect you, to protect us and to safeguard those who use our services. Should a conditional offer of employment be made you commit to work within and actively promote these at all times.

They include, but they are not exhaustive to Health & Safety, Data Protection, the General Data Protection Regulation, Information Governance, Safeguarding, Performance Management, EDI Safeguarding and a range of Personnel and Financial Processes.