



Organisation:	<p>At The Mustard Tree we are passionate that every individual has the opportunity to thrive. We support people in the Reading area who face disadvantage and isolation by identifying unmet needs and innovating and growing projects that deliver holistic support. This enables people to make and sustain positive life choices and builds stronger community networks.</p> <p>Our projects are driven by local people through the networks and partnerships we have developed over the last 20 years. Our volunteers provide befriending, mentoring, and outreach, creating opportunities, reducing isolation and supporting people to overcome challenges. Last year our projects benefitted 509 people, made possible through our 169 volunteers. We worked with 24 partners, trained over 214 people and delivered 472 outreach sessions.</p>
Role:	Operations Administrator
Hours:	18 hours per week.
Salary:	£25k-£27k FTE depending on experience
Location:	Based in our office at 4 Sackville Street
Key Tasks:	To manage administrative tasks ensuring efficient operations. To create a positive and welcoming experience for our service beneficiaries, volunteers and partners.
Reports to:	CEO
ROLE DESCRIPTION	
<ul style="list-style-type: none"> • Encourage new volunteers. Process applications, complete DBS checks, and arrange training. • Answer enquiries from service users, referrers and others via telephone, email, and the website. • Keep accurate records including using the Charity Log database. • Produce regular monitoring statistics for reports. • Send out mailings (we use Mailchimp), and publicity to service users and supporters. • Provide administrative support for the CEO. • Other ad-hoc duties including filing, processing post, ordering items, and welcoming visitors. • Attend staff meetings and prayer times. • Represent the Charity and its Christian ethos. 	
PERSON SPECIFICATION:	
Essential:	
<ul style="list-style-type: none"> • Excellent communication and interpersonal skills. 	

- Highly organised and able to manage a varied workload.
- Proactive and adaptable.
- Proficient in Microsoft Word, Excel, Outlook and database management.
- Strong attention to detail.
- Demonstrates enthusiasm for our Christian ethos, mission and values.

Desirable:

- Previous experience in an administration role.
- Experience of working with volunteers (this could be in a paid or unpaid role)
- Understands the issues affecting Mustard Tree service beneficiaries.

FOR THIS ROLE YOU WILL NEED:

To have a DBS Disclosure through The Mustard Tree, or a portable DBS.

Citizenship of the UK or Ireland, settled or pre-settled status under the EU settlement scheme or for non EEA Nationals, Indefinite Leave to Remain in the UK.