

## JOB DESCRIPTION AND PERSON SPECIFICATION

<b>JOB TITLE:</b>	Administrative Assistant (Office)
<b>DEPARTMENT:</b>	Operation Christmas Child (OCC) Operations & Logistics (O&L)
<b>REPORTING TO:</b>	Operations and Logistics Assistant Manager
<b>JOB TYPE:</b>	Temporary Fixed Term (September 2025 – 12 February 2026) Full time 35 hours per week Samaritan's Purse National Ministry Centre, Coventry
<b>DATE ISSUED:</b>	September 2025

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### 1 MAIN PURPOSE OF JOB

Provide a wide range of administrative functions before and during the OCC seasonal campaign to facilitate the safe, efficient and cost-effective volunteer operation involved in resourcing, receiving, collecting, processing and exporting OCC shoebox gifts through the network of processing centres during the period September 2025 to February 2026.

Shoebox gifts enable UK churches and individuals (together with schools, workplaces and other groups in their local communities) to engage in OCC's mission to demonstrate God's love in a tangible way to needy children around the world and together with the local church worldwide, to share the Good News of Jesus Christ.

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### 2 POSITION IN ORGANISATION

- The role will be within the OCC O&L department
- Reports to Operations and Logistics Assistant Manager
- The role is based at the Samaritan's Purse National Ministry Centre (NMC), Coventry
- Collaborates closely with multiple departments across Samaritan's Purse & the Billy Graham Evangelistic Association.

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### 3 PRINCIPAL RESPONSIBILITIES

#### Collections Coordination

- Contact supporters via email or phone to organise the collection and delivery/storage of their shoeboxes, for areas that do not have a local coordinator. To pass this information on to the relevant local driver and to organise van hire when necessary.

#### Enquiry Handling:

- Work on the team that receives and deals with incoming telephone calls and emails about all aspects of the OCC campaign in a courteous, friendly, timely and accurate way.

#### Resource Fulfilment

- Assist in preparing, collating and dispatching resource kits and outer cartons to Church Collection Centres, Drop-Off Locations and volunteer drivers.
- Be willing to supervise volunteers assisting in all these activities.

#### Data Processing

- Enter data and processing bookings and registration across all aspects of our campaign's logistical needs including scanning barcodes so supporters can learn the destination country of their shoeboxes.

*As Job Descriptions are for guidance and evolve over time, Samaritan's Purse International will review, amend, and update the Job Description, from time to time in consultation with the post holder.*

### **Processing Centre Support**

- Support on reception at the NMC Processing centre, registering volunteers and other duties in and around the building and warehouse. If personal circumstances allow, potentially be deployed for reception and other duties at a one-week pop-up processing centre in another part of the UK (hotel accommodation provided) in the period 24 November – 13 December 2025.

### **Personal Development and Other**

- Participate in devotions and prayer support for the ministry, its donors and volunteers
- Maintain a strong Christian witness to volunteers, colleagues, suppliers, charitable beneficiaries, and the public
- Maintain a personal relationship with the Lord, involvement with a local church and a journey of personal discipleship
- Support the OCC staff team in prayer, encouragement and active support as we all play to strengths within the overall ministry.

## **4 OCCUPATIONAL REQUIREMENT**

- In accordance with the Equality Act of 2010 and due to both the nature and context of the role there is an 'occupational requirement' for the post holder to be an evangelical Christian. The job holder should be committed to the purpose of SPI and be able to demonstrate enthusiasm for the Christian purposes of the organisation and be able to live out, hold to, support and contribute to its Christian ethos.

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## PERSON SPECIFICATION

**JOB TITLE:** Operation Christmas Child Administrative Assistant

SKILLS	ESSENTIAL	DESIRABLE
Interpersonal	<ul style="list-style-type: none"> <li>Strong positive attitude</li> <li>The ability to establish professional credibility and build good working relationships with others.</li> <li>Able to negotiate and influence.</li> <li>Professional, confident and friendly telephone manner</li> <li>Able to work flexibly</li> <li>Strong team working skills whilst also able to work independently.</li> <li>Able to work under pressure</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of leadership.</li> </ul>
Communication, Literacy, Numeracy and IT	<ul style="list-style-type: none"> <li>Excellent organisational skills</li> <li>Confident with Microsoft Office</li> <li>Good English language and oral skills</li> <li>Good written skills</li> <li>Good administration/PC skills</li> <li>Good listener</li> </ul>	<ul style="list-style-type: none"> <li>Experience of using databases</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Experience of working as a volunteer and with volunteers in charity, church or personal environments</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of volunteer management</li> </ul>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>Educated to ONC, A level or Scottish Highers standard in a relevant discipline.</li> <li>Minimum of Grade C in Maths &amp; English GCSE, or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>Degree or equivalent</li> <li>Database qualifications</li> </ul>
<b>ATTRIBUTES</b>		
Commitment to purpose of SP	<ul style="list-style-type: none"> <li>Can demonstrate enthusiasm for the Christian purpose of the organisation.</li> <li>Able to support the organisation's Christian ethos.</li> </ul>	
Occupational requirement to be an evangelical Christian	<ul style="list-style-type: none"> <li>Demonstrates a personal Christian Faith</li> <li>Seeks to commit matters to prayer</li> </ul>	
Work approach	<ul style="list-style-type: none"> <li>A positive and flexible approach to work.</li> <li>Able to use initiative and proactively identify what needs to be done before being asked.</li> </ul>	

Work approach contd	<ul style="list-style-type: none"> <li>• Able to work alone but also in a team context</li> <li>• Maintains a strong Christian witness to colleagues, suppliers, donors and the general public.</li> <li>• Person must demonstrate ability to be flexible with changing roles and needs as the office grows and changes.</li> </ul>	
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CIRCUMSTANCES	ESSENTIAL	DESIRABLE
Working Hours	<ul style="list-style-type: none"> <li>• Able to work outside core office hours (9am – 4pm), i.e. some evenings and some Saturdays during collections and processing season (17 November – 19 December 2025, and 13-23 January 2026). Time off in lieu will be granted and out of hours working is shared equitably across the staff team.</li> </ul>	
Travel		Able to travel occasionally elsewhere in the UK (e.g. to work at a one-week pop-up processing centre) with overnight stays.
Driving		Qualified and experienced or willing to drive small, medium or larger vans.