



JOB DESCRIPTION

Job Title:	People and Office Manager
Accountable to:	National Director
Line Manager for:	Support Centre Office Administrator
Primary Working Relationships:	Friends International (FI) Directors, Board of Trustees, Support Centre staff, Head of Member Care, Head of Learning and Development, Church Mission Society (CMS) premises manager, some contact with all FI members of staff
Location:	Friends International Support Centre Office at CMS House, Oxford with occasional travel within the UK
Hours:	Full-time (35 hours per week)

Overall purpose:

- To manage and develop the Support Centre People Resources services (HR) for the growth of Friends International (approximately 85% emphasis)
- To manage the Support Centre Office to enable Friends International to operate effectively and efficiently (approximately 15% emphasis)

Background:

FI is an evangelical mission agency dedicated to encouraging and equipping churches and Christian student groups to reach out to the approximately one million international students in the UK and Ireland. FI currently has 80 Field Staff and Associates working in 35 university towns and cities across the UK and Ireland.

From July 2026, FI's registered office will be at CMS House, Oxford. The post-holder will be based in the office as Office Manager, supervising an Office Administrator, and will also be the People Resources (HR) element of the FI Support Centre function, along with Communications, Finance, Fundraising, and Operations colleagues, who will be mainly home-based within the UK.

As a primary contact point for the charity, the post-holder must model and reflect the Christian ethos, mission, vision and values of FI in all aspects of the role, and be able to explain them to others. Additionally, in communicating with all job applicants, the post-holder must be personally committed to an evangelical Christian faith if they are to understand what qualities FI is seeking in field staff and Directors. There is, therefore, an occupational requirement for the post-holder to be a practising Christian in line with the Friends International ethos and Statement of Faith: [Statement of Faith - Friends International](#)

Key Responsibilities:

1. People Resources (HR)

Recruitment

- Manage the process of recruitment and selection of staff according to the Recruitment Process agreed with the team of Directors
- Ensure that recruitment practices are in line with current legislation and are helpful in attracting suitable candidates
- Input into job design and descriptions, liaising with the Finance Manager on salary levels and availability of seed funding
- Advertise the role and respond to any enquiries about the role
- Be an active member of the interview panel where appropriate
- Oversee the process of drafting and submitting Certificates of Sponsorship and supporting documentation for staff applying for Minister of Religion visas or Reach trainees applying Charity Worker visas

Employee relations

- Provide advice for staff and Directors on all employee matters including HR policies, systems and processes
- Provide advice on grievance, disputes and performance review cases in the context of current employment law and good practice
- Liaise with the Head of Member Care to ensure good member care for employees

Employee administration

- Maintain up to date personnel records for all staff
- Ensure all new starter administration is completed accurately and swiftly
- Oversee administration of exit process for leavers
- Prepare personnel updates for Trustees, Executive Committee and Leadership Forum meetings as required
- Work closely with the Operations Manager and implement and oversee DBS checks for staff on an as-needed basis
- Ensure the organisation meets its obligations and UK Home Office requirements as a visa sponsor licence holder and act as its main contact with the UK Home Office and with staff and Reach trainees on visa matters

Learning & Development

- Collaborate with Regional Development Directors and the Head of Learning and Development in the induction and training of staff
- Provide HR training for line managers and other staff as appropriate

HR policies and systems

- Work closely with the Operations Manager to develop and implement appropriate and up to date HR policies and procedures, in line with legal requirements and good practice
- Ensure our HR systems support the organisation well
- Regularly review our staff handbook, in co-operation with the Operations Manager, to ensure content and distribution is accurate and useful



2. Office Management

Support Centre Functions

- Ensure the effective line management of the Support Centre Office Administrator
- Provide leadership in creating contexts for prayer and fellowship to ensure the culture of the Support Centre reflects the ethos and vision of Friends International
- Promote and model a servant-hearted and open office culture which ensures issues are resolved swiftly
- Oversee the smooth functioning of the Support Centre and its office equipment, consumables and utilities in liaison with Support Centre colleagues and CMS premises manager
- Be the first point of liaison with CMS for conferences, maintenance of the offices, and any other aspects of our work

Organisational Management

- Working closely with Support Centre colleagues and the CRM provider as appropriate, oversee development of user notes and training materials for the Friends International customer relationship management (CRM) database to facilitate its effective use by the Support Centre function
- Working closely with the Support Centre Office Administrator, manage the administration involved in organising the annual Friends International January conference, ensuring that practical arrangements are completed effectively between October and January to promote smooth running of the conference

3. Contributing to Friends International's National Ministry

All staff are members of the FI family with all the privileges and responsibilities that entails. It is an individual staff member's responsibility to make themselves available:

- To attend staff conferences and team days
- To work with others to develop resources for use by all staff and volunteers
- To assist with training events in various locations
- To promote FI through speaking engagements

4. Support Raising

This role is funded centrally by FI. However, in alignment with other staff who raise the support needed for their roles, it is expected that around 10% of salary costs will be sought as support from individual contacts and churches.

Person Specification:

Personal qualities

Because of the vision of FI all our staff should demonstrate love for those of cultures different from their own and value the contribution they bring to a team. As visible leaders in the Christian community we are looking for staff who will exhibit the following characteristics:

- A desire to glorify God in all they do
- An agreement to Friends International's statement of faith and a commitment to having their beliefs and behaviour continually shaped by the Word of God (an Occupational Requirement of the role)
- An agreement to Friends International's Ethos statement
- A dependence on the Holy Spirit to guide and equip them
- A trust in God to provide for all their material needs
- An attitude of humble service
- Flexibility on secondary doctrinal and cultural issues, willing to work across the evangelical spectrum
- A commitment to the life of, and in good standing with, their local church
- A commitment to intercultural mission and an appreciation of the value of international student ministry

Experience and Skills

The successful applicant will:

- Be a graduate or equivalent with good office skills and a high level of IT literacy
- Understand the Human Resource functions of a charity and be able to keep Friends International in line with current legislation and good practice
- Have excellent communication skills, both written and verbal
- Have excellent attention to detail and ability to meet deadlines
- Be a self-starter, but able to work well within a team
- Have excellent time management and prioritising abilities
- Be able to demonstrate their ability to develop and implement projects
- Be innovative and flexible
- Have a good understanding of data protection legislation and the principles of charity finance
- Be willing to develop personal financial support and equip others to do so

Desirable

- CIPD qualified/part-qualified
- Previous experience in a faith based charity
- Committed to continuous professional development
- Experience in a UK visa sponsorship management role
- Intercultural mission experience

Please contact Diane Smith for further information: recruitment@friendsinternational.uk