

Debt Centre Administrator

Tackling UK poverty through the Church



Welcome

Thank you so much for considering joining us as a CAP Debt Centre Administrator. This is your opportunity to be part of a rapidly growing movement of people who are working together to tackle one of the biggest social problems facing us today. We're so excited for you to join the family!

Who are we?

We're on a mission to set people in our nation free from a life sentence of debt, poverty and their causes. Our services include Debt Centres, Job Clubs and Life Skills groups. All of which run in partnership with local churches, meaning we can offer our clients not only expert practical support, but companionship, hope and a chance to hear the gospel too.

CAP Debt Centres

All CAP's services are run in partnership with local churches to engage and support people in their communities. CAP Debt Centres provide practical and holistic support for people struggling with debt, as well as offering them the opportunity to hear the gospel.

Role

Your role is to provide administrative assistance to the Debt Centre Manager as they support clients on their journey to becoming debt free through home visits and ongoing support. All of this must be done in a way that positively reflects the Christian faith and the core values of the charity.

On average a time commitment of 2-4 hours per week (or as agreed with the Debt Centre Manager).

Please note, as part of this role, we ask that you have access to the internet and an active email address.



Accountabilities (suggested)

- Confirm the first appointment (date/time/location)
- Arrange a befriender to accompany the visit
- Prepare the necessary documents for the appointment
- Scan / upload documents on to Nextcloud
- Keep stock of stationery
- Distribute client birthday cards
- Take minutes of meetings and distribute
- Produce centre newsletter / Prayer chain
- Support the Debt Centre Manager with team training events
- Become an advocate for Acts 435
- Contact clients as requested by Debt Centre Manager
- Maintain social media / webpage

Person

This bit's just the facts and formalities – excuse us for going all official on you! It's basically a breakdown of what you'll need to ace this role.

Experience

Essential

- Computer literacy
- Administrative experience

Desirable

- Customer service experience



Skills / Abilities

- Excellent verbal and written communication
- Excellent time and task management
- Excellent administrative skills
- Good IT skills - confident using Microsoft Word, Google documents and the internet
- A keen eye for detail
- Ability to work without direct supervision
- Sincere acceptance and understanding of the Christian purpose of the Charity

At our core, we're:

- Christ-centred: Rooted in faith and fuelled by love Jesus first. Always.
- Compassionate: Driven by justice and moved to action. Jesus wept and so do we.
- Bold: Fearless service and uncompromising effort. Poverty won't give up so neither will we.
- Joyful: Choosing gratitude and celebrating transformation. Whatever the reality of poverty throws at us, we choose joy.
- Collaborative: Collective innovation that transforms lives. We know we can't solve poverty alone, so we collaborate.

Christian commitment

- Must be able to give both verbal assent to and practical demonstration of Christians Against Poverty's Statement of Faith and Core Values
- Must be able to actively take part in prayer and worship, whether individual, in a small group or corporately, as an expression of own personal faith and in line with CAP's Statement of Faith

"I like that I can free up my Centre Manager to focus more on their time working with clients. I love the work CAP does, and I feel privileged to be able to play a small part in the ministry"

Debt Centre Administrator- Shipley Debt Centre