



We're looking for a

**Resources and
Logistics
Co-ordinator**

Resources and Logistics Co-ordinator

Reporting to	Partnership Support Manager
Responsible for	Resources and Logistics Administrator
Location	Office-based at Compassion House, Fleet, Hampshire

About Compassion

At the heart of Compassion's ministry is a relentless passion to act on our faith and empower every child left vulnerable by poverty: a purpose embodied in the phrase "**Releasing children from poverty in Jesus' name**". Our work is **Christ centred, child focused, and church based**. You can read more about these principles and our history [on our website](#).

About the department

Our Partnerships department fosters relationships with key existing and prospective partners and is committed to growing the number of children in developing countries who benefit from Compassion's sponsorship programme and the number of communities that benefit from our Beyond Sponsorship funding programmes. The team is passionate about releasing children from poverty in Jesus' name, is committed to achieving ambitious growth objectives in a timely manner and cultivating long term relationships that aid our mission. Our **Regional Teams** liaise and build relationships with church leaders, event organisers, individuals and corporate supporters to achieve monthly and annual growth targets. Our **Ministry Development** team cultivates strategic relationships with networks, high net worth individuals, statutory funders and key influencers in business and the public square. Our **Partnership Support** team provides an exceptional level of service to the Department, delivering high quality research, church contacts, timely resources, outstanding trips to the field and serving alongside our incredible volunteers to maximise the ministry impact.

The work of the Partnerships department is executed in line with Compassion UK's cultural attributes.

About the role

As a **Resources and Logistics Co-ordinator**, you'll work to ensure the event and regional partnership teams are appropriately resourced to succeed in using opportunities effectively to see children sponsored. Your key purpose will be to make sure that delivery expectations are kept to and key processes are working efficiently and effectively to service the teams we support. You'll also help your colleagues to be confident in the tools and systems they use for requesting resources and ensure they have the necessary resources to effectively engage with those that partner with us. By doing this well, you'll equip our team to release even more children from poverty in Jesus' name.

Responsibilities

Actively maintain and promote Compassion UK's Christian ethos and values

- Take personal responsibility to participate positively in the spiritual life of the organisation;
- Pursue your Christian faith and personal relationship with God through ongoing collective and individual spiritual development, prayer, and worship;
- Live and work in accordance with Compassion UK's [Statement of Faith](#), [Core Values](#), [Ethos Statement](#), and other policies including [our commitment to Child Protection](#).

Foster and lead an agile team with great culture and development at the core

- Lead, coach and manage direct reports, actively growing their own leadership skills and ensuring engagement and personal development is nurtured and encouraged;
- Chair regular team meetings and meet regularly with each direct report to build vision and understand successes, challenges and opportunities;
- Be creative in effectively connecting remote members of your team to each other and to the wider ministry;
- Ensure all individuals within the team are fully trained and supported to be effective in their role, identifying any gaps in knowledge and experience and providing training and support where required;
- Implement Compassion UK's HR policies to ensure effective people management and participate in recruitment and selection of new staff.

Strategic direction of development of resourcing

- Proactively speaking to stakeholders to develop areas of resource ordering and understand how we can serve them in the best way;
- Liaising with stakeholders to ensure necessary resources are created and ordered to support the Partnership teams
- Using data to look ahead and pre-empt bottle necks and peak periods and plans in place to deal with these periods;
- Working with PSM to research into areas of growth and development within the team and communicating with other GPA's to understand best practice

Ensure efficient coordination and administration support to Partnerships Department

- Provide timely and efficient solutions and support to the Partnerships Department, working closely with key stakeholders to maximise efficiency in achieving outcomes.
- Office contact for the Partnerships Team and church partner enquiries; fielding phone calls, emails and our CRM queue;

- Create reports using CUK's CRM system in liaison with the Partnerships Team and Database Analyst to maximise opportunity in line with objectives;
- Ensure all Celebration PowerPoint requests are actioned and delivered in a timely fashion through working alongside the Marketing team
- Work alongside Events and Regional Partnerships team to ensure Ambassador UK Tours and Events that Compassion runs are delivered to set timeframes.
- Ensure logistical requirements are provided for event equipment, with the necessary transport of the equipment held at Compassion House.
- Liaise with key stakeholders to find suitable projects/unsponsored children for Church Partners to promote and link with
- Provide additional support to the events team when required - this may involve seasons of event management support

Oversee efficient operation of the Resource Order system and carry out stock management

- Lead the continual development of the Resource Order System to provide more efficiency within the CRM and resolve queries with stakeholders on all areas of orders;
- Oversee the stock management of marketing collateral with internal and external stakeholders, retiring and re-ordering product lines as required and amending the CRM;
- Oversee the management of the stock room within Compassion House and ensure the check in and check out procedures are adhered to:
- Communicate with internal stakeholders on new materials that may be required for Church Partnerships;
- Ensure accurate sponsorship reporting in liaison with the Database Analyst and Innovation and Delivery team;
- Ensure efficient management of events equipment and other hardware
- Ensure necessary quality checks and maintenance of equipment, with arranging necessary repairs or replacements where needed.
- Reconcile invoices from courier services from CUK; administer courier requirements and reconcile Resource Order invoices.

About you

To flourish in this role, you'll need:

- **Customer service experience** with the ability to work well with internal and external customers.
- **High level of attention to detail** with the ability to work to agreed deadlines, standards and targets.
- **Education to A-Level standard** and/or be able to show relevant work-based experience.

- **Experience in project management.** You must be a well-organised person, able to show your ability to initiate, monitor, and complete projects.
- **Experience of forecasting and making data led decisions** whilst creating appropriate SLA's to meet relevant outcomes.
- **Experience of problem-solving and incremental innovation.** Demonstrating an ability to pre-empt issues and find creative ways of resolving complications, including process improvement and systems administration
- **Core office/administrative skills.** You must be fluent in English and competent in written and numerical work, with experience of basic office systems such as Microsoft Office.

It would help (but isn't essential) to have:

- **Experience in a logistical role**
- **Experience of using a CRM solution**
- **Experience of resourcing and order fulfilment**
- **Experience in line management**
- **Experience in a results-driven organisation**

We need you to be:

- **Personally committed to the Christian faith.** There's an occupational requirement for the holder of this role to be a practising Christian, in order to promote Compassion's ethos and help others to experience, explore and express the faith-based motivation of our work. (You can read more about this in our [Policy on Posts to be Held by Christians.](#))
- **Deeply connected to Compassion's ministry to children.** You must feel a personal calling to reach out in Jesus' name to children suffering the injustice of poverty. You're eager to play your own part in achieving our mission. You must be committed to working in a way that promotes child protection, particularly by speaking out immediately if you have child protection concerns.
- **Aligned to Compassion UK's cultural attributes.** We strive to live and work in a way that is passionate, innovative, collaborative, effective, grace-filled, and joyful. We expect you to be able to live out these attributes and hold yourself accountable for growing in them.
- **A gifted leader** with an ability lead and manage teams and to inspire your team with the vision and passion to drive forward with the strategic aims.
- **A 'people person'.** This is a people-focused role in a people-focused ministry, so you'll need excellent interpersonal and social skills, with the ability to build strong, meaningful relationships with others.
- **Highly collaborative.** You should actively seek effective collaboration, working with other teams to improve outcomes;
- **A great listener and communicator.** You must be able to listen actively and attentively, strike the right balance between friendliness and professionalism, and adjust your communication style appropriately to the situation.

- **Open to peer feedback.** You should actively ask for and act on feedback from your peers, as well as being comfortable to continuously evaluate your own performance and make changes.
- **Able to work independently and as part of a team.** We expect you to be able to independently manage your own workload, including working well under pressure and prioritising your tasks.
- **Able to work to deadlines and work extended/flexible hours if required.**

Information for applicants

Salary	£29,400pa (within the grade £29,400 to £35,500 pa)
Hours of work	35 hours per week, Monday-Friday 9:00-17:00

Salary

Compassion UK operates a salary grading system, with increments based on performance.

Benefits

- Enhanced pension scheme. Non-contributory pension scheme (10% employer contribution);
- Enhanced holiday allowance. All employees will be entitled to 5 normal working weeks' annual leave a year* (pro rata), plus normal bank holidays (pro rata). It will be compulsory for up to 5 (or relevant pro rata) days of that entitlement to be held in reserve and taken during the 'Christmas Period' when Compassion UK close their offices, this is usually around 21 December to 1 January each year. (*Year = 1 January to 31 December)
- Private Medical Insurance (on completion of probation period);
- Dental Insurance (on completion of probation period).
- Income Protection & Life group

Probation / Review periods

- New staff: six-month probationary period with three-month review;
- Internal appointments: performance review at three and six months.

Compassion House

Compassion House is a modern, agile office with free parking. Staff have free use of an on-site gym and shower facilities.

Statement of faith

Compassion is a Christian organisation. All applicants for this role should be in full agreement with our Christian faith-based ethos, faith statements, and values, and be able to live and work in accordance with them. One area of the interview will therefore explore your active personal commitment to the Christian Faith.

Safeguarding

Compassion UK is committed to ensure everyone who comes into contact with us, or our work is protected from all forms of harm, abuse, neglect, and exploitation. As such, Compassion UK expects all staff to share this commitment and uphold the highest standards of safeguarding. All offers of employment will be subject to satisfactory references and appropriate screening checks, which will include Disclosure and Barring Service checks. Compassion UK also participates in the Inter Agency Misconduct Disclosure Scheme. In line with this Scheme, we'll request from the job applicant's previous employer's information about any findings of sexual misconduct - such as sexual exploitation, sexual abuse and/or sexual harassment - during employment. We'll also request information of incidents under investigation when the applicant left employment. When someone submits a job application with us, they'll be confirming that they understand these recruitment procedures.

Applicants with disabilities

Applicants with disabilities will be welcomed. We are committed to making reasonable adjustments and addressing any individual support requirements for those successfully shortlisted for interview.