**Job Description:**

**AV Compassion Administrator**

*This document should be read in conjunction with the ‘AV Compassion Administrator Job Specification’.*

**Duties & responsibilities:**

**To support the leaders and work of AV Compassion projects to deliver and develop excellent services to our community in accordance with the vision and values of Ashford Vineyard.**

Be first point of contact for incoming compassion referrals and enquiries, together with general AV office duties when working in the office.

To respond appropriately and in a timely fashion to referrals and enquiries by forwarding them to the relevant project leaders and keeping accurate records of all referrals, referrers, actions & other salient information through the following actions:

* Maintain and develop DropBox documents to have readily available evidence of our activities in the community to link effectively with trusts and grants officer
* Create and maintain a contact database for clients which can be used to pass on relevant events, news, updates and follow-ups.
* Create and maintain a contact database for referrers to understand which professionals we are working with and ensure that we have up to date information, so we can keep them informed of relevant events & news and take any follow up actions.

Organise, update and monitor Church Suite contacts and groups e.g. Renew attendance, volunteer groups etc. Where necessary support project leaders with Church Suite calendar events, room & equipment bookings and rotas.

Organise, update and maintain Compassion Cluster DropBox file.

Assist one off events/projects in an administrative capacity as required and ensure relevant data is captured and processed from these events e.g. Christmas Hampers, professionals lunch.

Develop or replace existing systems, having a vision for improvement and innovation; be empowered to use initiative in seeing and implementing new and creative ideas to support and develop the various groups. This to be done in liaison with project leaders, the Compassion Projects Manager and ultimately the whole Compassion Leadership team and Senior Pastors.

Develop relationship with external organisations and individuals, clients and volunteers.

Hold and administrate the compassion@ email address. Ensure an out of office message and/or forwarding is in place during times of absence. Be responsible for monitoring and actioning any incoming emails during working hours. Ensure auto response remains up to date.

Create and maintain links with other AV groups and projects such as Kids, Gathering and Circles to provide clients with an excellent experience that best meets their needs.

Monitor Renew food stock and order supplies when items are running low.

Monitor AV Compassion page of AV website and after discussion with the Compassion Projects Manager, inform the Communications Administrator of any required updates.

In conjunction with the Compassion Projects Manager, help monitor AV Compassion Facebook page (and direct messages) and update (and answer questions) as necessary.

Attend AV Compassion team meetings (6 times per year) to stay up to date with the vision and values of AV and how this impacts on AV Compassion projects.

Liaise regularly with and be accountable to Compassion Projects Manager, to include 1:1 meetings.

**In conjunction with Renew (7.5 hours of your 15 hours per week):**

Submit the Fareshare food order every Friday. This includes stock monitoring to help with the Fareshare order.

Submit the Family Food Bank (FFB) boxes order every Friday. This includes inputting the FFB forms into Church Suite and scanning the FFB forms to email with the order.

Submit the Ashford Borough Council data every fortnight. This includes

* stock take sheets printed/renewed every week
* stock sheets transferred to excel sheet to gather data for ABC
* monitoring daily register for ABC data (this is on Dropbox)
* monitoring emergency top up stock for ABC data
* liaise with Renew Leader for information about member referrals for ABC data

Process new member forms into CS and pass onto Renew Leader’s filing system – this may be done by the Renew Leader but some information is necessary for ABC data, so possibly liaise with the Renew Leader on this.

Replace the printed Renew & FFB forms, as well as the compassion guest forms, always keeping Renew file stocked up and making sure there are copies on the reception desk and in the Mezzanine.

Monitoring online shopping lists (currently in the process of adapting).