

A LIFE-CHANGING OPPORTUNITY

Team Assistant

JOB PACK



Team Assistant

Role summary

This role plays an invaluable part in helping and enabling us to achieve our mission and changing children's lives. Supporting with finance, fundraising and administrative tasks, this role offers wide insight and experience at an award-winning charity and is essential to making our life-changing work with vulnerable children possible.

The Team Assistant will play a key role with the UK Operations team working together to drive transformational improvement to AfriKids' organisational effectiveness, enabling our ambitious 1 Million Smiles strategy. The UK Operations team is a small but mighty team who work across all areas of the organisation to enable our ultimate purpose to ensure happier childhoods and brighter futures by securing the funding and partnerships we need to deliver world-leading programmes.

This role will also work closely with all AfriKids UK Staff and have the opportunity to work across multiple income streams giving the position holder vital experience within the international development sector.

Terms

- Permanent, full time contract
- **Salary**
£22-24k
- **Starting**
ASAP
- **Reports to**
Operations Manager
- **Based**
Contracted to work from our office in Central London, though flexible working is offered on a discretionary basis. You will be required to be in the office at least one day per week or 2 consecutive days per fortnight. Full-time office space is available.

What we have included in this Job Pack for you

Job description:

<u>Key responsibilities</u>	3
<u>Candidate requirements/person specification</u>	4
<u>FAQs of application process</u>	5
<u>Please note i.e. the small print</u>	6
<u>Our Principles</u>	7
<u>Our Fundraising Values</u>	8
<u>AfriKids one-pager</u>	10
<u>One Million Smiles one-pager</u>	11
<u>UK staff benefits (summary)</u>	12

How to apply via email OR via online form

Via email

Please send your **CV & Cover Letter** to: hr@afrikids.org.
Please quote "**Team Assistant**" in the subject line.

Deadline: midnight (23.59) Sunday 11 June 2023

For more information about AfriKids, please see our website and social platforms:

www.afrikids.org | facebook.com/afrikids | twitter.com/afrikids

If you have any questions, please call 0207 269 0740 or email hr@afrikids.org

Key responsibilities

Finance and fundraising support

- Maintain AfriKids' donor database (Salesforce) supporting the team to enable data driven decisions with a strong commitment to ensuring it is kept accurate and up to date at all times
- Process income and expenditure including recording all income and expenditure from all sources (including regular checks of all donation platforms, processing and raising invoices, processing cheques and cash donations and submitting quarterly Gift Aid claims.
- Support the wider team with fundraising appeals and campaigns as required
- Be responsible for the Gifts in Kind/pro bono tracker - ensuring all goods and services received are logged properly and quickly
- Conduct research to support fundraising and operations as requested
- Procure fundraising materials as needed, e.g. sourcing branded clothing, banners, buckets, payment solutions, etc.
- Maintenance of core team resources and collateral including providing support with maintaining the website e.g. creating blog posts and updating and creating webpages as needed for fundraising appeals.
- Handle general enquiries by answering the phones and responding to emailed enquiries in a polite and professional manner, ensuring you understand how all enquiries should be handled and do so in a timely manner

Office management and operational support

- Support with digital transformation and Strengthening AfriKids projects through research, implementation and maintenance of new systems that are tried and tested
- Coordinate all office contractors and supplies - keeping a schedule of contracts, ending or renewing them in good time as needed, sourcing quotes for new suppliers to ensure we maintain value for money, ensuring all office supplies (stationery, toner/paper, first aid, etc. are kept stocked
- Maintain office systems - troubleshoot any issues with equipment/supplies in the office (e.g. phone/internet issues) and coordinate extra support as needed, working to resolve issues as quickly as possible
- Be responsible for ensuring the office is kept tidy and presentable at all times, including scheduling any maintenance as needed

HR

- Assist and coordinate the AKademy (AfriKids' internal training programme) - helping to design and periodically review it, scheduling and ensuring all relevant staff and associated personnel receive induction and refresher training as required.
- Assist and coordinate the AfriKids' induction process, helping to design and periodically review it, and ensuring it is followed for all new staff and associated personnel
- Be responsible for finance and HR filing systems, ensuring they are compliant with GDPR and financial regulations maintaining HR records for staff, interns/ volunteers and Trustees, including doing an annual review of staff and Trustee records to ensure they are kept up to date

Risk and compliance

- Coordinate the office compliance schedule - ensuring we meet all health and safety requirements including First Aid training, fire safety, DSE, etc. and periodically researching for any changes to legislation

Calendar and meetings

- Help manage the team diary including keeping it up to date with public and company holidays
- Coordinate the UK Staff social calendar including ensuring that every quarter there is an activity provided and organised by other team members.
- Coordinate and support meetings and events including our Board meetings, AGM and fundraising events, including:
 - ensuring Board meetings are in the diary for at least 12 months forward
 - meeting rooms are prepared with refreshments and AV is prepared and tested in advance
 - preparing any print outs of paperwork as needed
- Maintain the conference networking calendar working with the team to identify key conferences/events for the Global team

Trip logistics

- Arrange travel and accommodation for staff and stakeholders as required
- Ensure trip policies and processes are followed for staff and visitors, including pre-trip briefings, paperwork (DBS checks, Code of Conduct, etc.), etc.

Candidate requirements/person specification

You:

- Are passionate about the mission of AfriKids, share our vision, values and principles, and will role model them at all times
- Have a positive, can-do attitude. The nature of the role - working closely with all UK team members to achieve our mission and changing lives - will involve mucking in and tackling any challenges that might come up together.
- Are keen to learn, open to feedback and always want to do better.
- Have a strong appetite for high quality work and keen attention to detail
- Working with direction and support from your line manager, will take responsibility for managing your own workload and able to be agile.
- Are results focused - we measure success by objectives achieved rather than tasks delivered so are able to use initiative to problem solve and find solutions when things don't go to plan or achieve the intended results
- Are proficient using standard IT software and processes including intermediate MS Excel skills, or be able to learn them quickly. We use Salesforce as our CRM, if you are experienced with this great, if not, please mention any experience you have with other CRMs and be ready and able to learn SF quickly with induction and training support.
- Share our commitment to build and support a thriving diverse community of staff and supporters, where everyone is treated fairly, valued for their unique contribution and supported to fulfil their potential.
- Are fluent in written and spoken English; a strong communicator who can adapt their communication style well to fit different audiences and contexts
- Are comfortable with the fact that some out of hours work will be required and that you may be required to attend events involving alcohol (though will not be required to partake or serve it yourself)
- Are comfortable that this role will require regular time in central London (at least one day per week or 2 consecutive days per fortnight), travel to Ghana (typically up to 2 weeks, 1-2 times per year, all expenses paid) and other travel as may reasonably be required in the UK and internationally. Full time office space is provided.
- Have the legal right to work indefinitely in the UK. AfriKids is only able to consider applications from candidates who have the right to work in the UK, throughout the recruitment process, you will be asked to provide proof of the right to work, a list of documents that will be accepted can be found online [here](#).

General responsibilities

It will be expected of you, along with all other AfriKids UK Staff to:

- take responsibility for ensuring you fully understand your role and what is expected of you. When supporting others, ensure you are both clear on what is expected and when
- attend internal meetings as required
- be available (within reason and with notice) for out of hours events
- be a proactive and flexible team player
- maintain a warm, friendly, positive manner with our UK and Ghana teams and all external stakeholders

The support you will get from us

- A full induction including information on AfriKids' history and current work; introductions to all staff that you will work with; training in policies and procedures that are relevant to your role and level; training in our systems and ways of working as applicable to your role; handover information as relevant.
- A dedicated point of contact who will ensure you are clear on your role and equipped to do it (a line manager for staff or key contact for associated personnel)
- The tools and equipment you need to do your job
- The support to do your job safely and in a way which protects your well-being and work/life balance. This includes flexible working options.
- For staff – we will work with you to create your Personal Development Plan, which will ensure you are fully supported to learn and grow with the organisation and achieve your full potential and you will get a package of great [benefits](#)

FAQs of application process

We want you to be able to bring your best self to your application for the Team Assistant so here are some FAQs to help answer some of the questions you may have.

What are the key dates for the recruitment of this role?

Sunday 11 June (midnight i.e. 23.59) is the deadline for Cover Letters and CVs to be submitted to hr@afrikids.org

Monday 12 to Friday 16 June is when shortlisting will take place. We might contact you this week for a preliminary phone call to find out more about your application if we have any questions.

Monday 26 and Tuesday 27 June is when the first stage assessments will take place. The first stage assessments will be a one hour Q&A interview to find out more about you and your application.

The second stage assessments will take place on **Tuesday 11 and Wednesday 12 July**. These assessments may include a presentation or task which will be shared in advance and then there will be some more interview questions bespoke to you.

If I am shortlisted what will I have to prepare and when?

For the candidates invited to the second stage assessments (due to take place on Friday 3 March), we are going to be asking for the following preparation in advance:

- You will do a short presentation/task - don't worry we will provide you with a clear brief with clear outcomes in advance to help you prepare. You are not required to send in advance or even have slides, it is your presentation so you can do this your way.
- You will also be invited to participate in a Hogan Assessment. If you are notified that you are progressing to the second stage assessment then we will send you your unique log in details and link to access the Hogan Assessment which is to be completed before **9am on Friday 7 July**.

What is the Hogan Assessment?

More information about what the Hogan Assessment is can be found [here](#).

The Hogan Assessments help us to ask the right questions specifically for you and your suitability for the role. This is really important to us and it is one of the ways in which we eliminate unconscious bias and improve the fairness of recruitment process to improve our equity, diversity and inclusion.

Will each stage of recruitment be online or in person (in central London)?

Ideally we want to meet you in person throughout this recruitment process - but this is not a deal breaker.

Please let us know if there is anything that we can do to ensure your health and well-being at each stage of assessment.

Where will this role be based?

While you may be set up to work from home, you will be contracted to work from the AfriKids office in central London. You will be required to be in the office at least one day per week or 2 consecutive days per fortnight. Full-time office space is available.

Flexible working may be agreed with your Line Manager and Senior Leadership, so please discuss any requirements for this at the start of the recruitment process.

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Please note

Requirements of all AfriKids staff and associated personnel (contractors, volunteers, etc.)

While you may be set up to work from home, you will be contracted to work from the AfriKids office in central London at least one day week. Flexible working may be agreed with your Line Manager and Senior Leadership, so please discuss any requirements for this at the start of the recruitment process.

Note, that if you will be working from London – most staff are required to travel to Ghana occasionally to visit our projects and work with the AfriKids Ghana team. You should be willing and able to travel to Ghana for at least one week per year.

You will also:

- be a team player, working collaboratively and “pitching in”
- attend and support with AfriKids’ events as needed, which may involve alcohol
- respect and uphold our Principles and Fundraising Values at all times (see pages 6-7)
- know and uphold the AfriKids policies and procedures which are applicable to your role and level (we will train and support you with this)
- strive to give AfriKids your best, embracing opportunities to learn and progress with our support
- positively uphold our commitment to equity, diversity and inclusion, respecting that abuse and discrimination of any kind will not be tolerated
- sign and uphold our Code of Conduct, which includes a commitment to the highest standards of safeguarding
-

Amendments to this position post-appointment

This reflects the core activities of the post. As the organisation and the post-holder develop, there will inevitably be changes in the emphasis of duties. It is expected that the post-holder will recognise this and adopt a flexible approach to work and be willing to participate in training.

Routine due diligence

AfriKids can only consider applications from candidates who have the legal right to work in the UK.

Successful candidates will be subject to screening for safeguarding purposes relevant to their role and will be required to sign and comply with AfriKids’ Global Safeguarding Policy.

References may be required at the final stage of recruitment for verification purposes (e.g. to confirm qualifications/experience).

Equity, Diversity and Inclusion

We are committed to being a diverse, inclusive and equitable employer; actively promoting diversity at all levels of our organisation and ensuring everyone feels included, valued and supported to fulfil their potential.

We actively encourage applications from all backgrounds and our recruitment process is designed to prevent unconscious bias, foster diversity and recognise the potential that you can bring to AfriKids, over what you have already achieved.

If you have any questions about applying in reference to our diversity, equity and inclusion policy, we strongly encourage you to get in touch.

Health and Safety Responsibilities

All AfriKids staff and associated personnel have personal responsibilities to take reasonable care for the health and safety of themselves and others. This means:

- Understanding the hazards in the work they undertake;
- Following safety rules and procedures as outlined in AfriKids’ Health and Safety policy;
- Using work equipment, personal protective equipment, substances, and safety devices correctly; and
- Working in accordance with the training provided and only undertaking tasks where appropriate training has been received.
- Employees shall co-operate with the Charity by allowing it to comply with its duties towards them.

Data Protection

In order to protect the confidentiality, integrity and availability of Charity information, including information provided by fundraisers, donors, customers, partner organisations, and other third parties, where applicable, employees will comply with the Charity’s Data Protection and information security policies.

We will process your personal data in accordance to AfriKids’ Privacy Policy which can be found on our website (www.afrikids.org/privacy-policy).

Our Principles

We are truly local

Our team of local staff in Ghana design and run all of our life-changing programmes from start to finish. Qualified, experienced professionals, they have a deep, personal commitment to improving life for children in their communities, and being known and trusted by the communities they work in is what makes them so effective, especially with some of our most complex work changing traditional beliefs. Fundraising and donor due diligence is led from the UK, but all to support local people delivering the right solutions in their own communities.

We are transparent and accountable

We are fiercely committed to 100% accountability for all of the money we receive and spend in the UK and Ghana. We maintain robust governance policies and procedures including regular internal and external audits to ensure this. We publish independently audited accounts annually and encourage donors to ask us anything, anytime.

We Say No to Pity

We will not trivialise the injustice of poverty or compromise the dignity of anyone we work with through pity advertising or by using inappropriate images or language when discussing sensitive issues. We hope sharing the positive stories of how our work is making a difference will inspire people to help us do more.

We listen

Our programmes are developed by listening to what local people tell us they really need. Our exceptional stakeholder consultation gives every level of society a say on what we do, and gives us a clear view on what the government and other actors are doing. This ensures our projects are always truly needed, wanted and bought into by everyone it takes to make them work.

We empower

Our approach is always to help children, families and communities help themselves. Our projects bring people together, equip them with knowledge and show them how to make and demand the changes needed for all children to have a better life in northern Ghana.

We sustain

If it's not sustainable, it's not development.
For us, this means two things:

Addressing the root causes of issues as well as the symptoms

As well as providing direct support to children at risk now, we are also improving the education, child protection and healthcare systems of northern Ghana, to stop suffering in the first place, and improve every child's start in life.

Creating changes that are sustainable without ongoing aid

All of our projects create change by educating local people and empowering them to make changes themselves. This way the changes we help make with each new project become permanently embedded, and continue to benefit children long after our involvement ends. While there is a lot of work to be done and making permanent changes take time, our projects will evolve and move, rather than create dependence on us and aid funding for changes to be sustained.

This is how we are helping people secure better futures for children that ultimately don't rely on aid.

We respect people and planet

We work together with communities to end harmful traditional practices and protect children, while respecting local culture, heritage and environment.

We are conscious to minimise the impact of our operations on the environment and employ a reduce, reuse and recycle approach.

We always want to do better

An ethos of learning and improving is ingrained in everything we do, from supporting training for all of our staff to continuously developing our Monitoring, Evaluation and Learning tools to measure our impact and inform our strategy. We welcome feedback from all of our stakeholders.

Our Fundraising Values

Our four fundraising values are the qualities and standards that guide our conduct (how we “behave”) in raising funds. Underpinning our Integrity value is our registration with the Fundraising Regulator and compliance with its Code of Fundraising Practice.

Integrity

We aspire to deliver the best in class; to be impactful, to be honest, to be respectful and to be accountable for all we do. We always act in the best interests of the children and communities we serve and we never compromise their dignity.

Specifically:

- We will never do anything we are not proud of
- We treat others with compassion
- We set clear expectations and systematically account for them

Community

We nurture a culture of openness and listening, providing inspirational donor experiences and building quality, long-lasting relationships.

Specifically:

- We build a community that is as equitable, diverse and inclusive as possible
- We are friendly, polite, positive to everyone
- We skilfully and respectfully challenge and resolve issues
- We work together united in passionate service to our mission
- We invite people in and make them feel welcome and valued for their unique contribution

Agility

We are responsive to our environment and we adopt adaptive approaches that enable us to secure sustainable long-term funding.

Specifically:

- We commit to continuously analyse our internal and external environment to inform our decisions
- We follow lean processes to innovate new products, systems and ways of working
- We will regularly ask ourselves if we are operating in the most efficient and impactful way

Ambition

We are bold in our approach and will always find creative solutions to broaden our reach. We will always challenge ourselves, so our supporters remain engaged to ensure our lasting impact on the lives of more children in Ghana.

Specifically:

- We will set and deliver ambitious goals
- We take measured risks
- We commit time to finding inspiration to enable creative solutions



Registered with
**FUNDRAISING
REGULATOR**

UK staff benefits (summary)

We want you to love working for us; to feel supported in maintaining a healthy work-life balance and to develop personally and professionally while you're with us. The following is a summary of some of the benefits* provided to staff employed by AfriKids UK ("you").

Annual leave

We offer all staff over 20% more annual leave than their statutory entitlement set out by the UK government. Full time staff will get 22 days as the standard allowance to take whenever you want, we are closed between Christmas and New Year so an extra three days plus an extra day for the AfriKids Anniversary in August meaning that all full time staff get 26 days annual leave a year plus bank holidays. The standard allowance which increases with service and option to buy more.

You may "roll over" up to one working week's worth of annual leave per year (i.e. up to 5 days for a full time employee). The holiday year is 1 January – 31 December.

Wellbeing Fund

We want to support our staff to look after their mental and physical health and wellbeing, so they feel their best at home and at work. After probation, all staff are entitled to the AfriKids Wellbeing Fund, meaning you can individually claim up to £200 a year towards activities that support your health and wellbeing. We're very flexible and there is no judgement or other eligibility criteria for how you choose to use your allowance – it could be a gym membership, physio, psychotherapy, counselling, massages, spa days, a new bike, holidays, whatever you like!

Parental leave

We are fully committed to helping working parents balance their work and family life and support new parents through our Adoption, Maternity and Paternity leave policies. Our policies offer additional leave and pay structures alongside statutory entitlements.

Trips to Ghana

Most staff enjoy an all-expenses-paid trip to Ghana every year or two in order to build relationships, learn more about the people we support and their local context and to gather experiences and information first-hand to share with our supporters and stakeholders.

Time Off in Lieu

When working extra hours is essential, we support with extra time off. This includes overtime in the UK and while travelling for work with AfriKids, and is intended for resting, recovering, and reclaiming personal time lost. TOIL must always be approved in advance of being accrued and is always approved discretionary (i.e. it is not a contractual entitlement).

Learning and development

Working at AfriKids, you will be strongly supported in your personal and professional development through in house training and support, as well as through our training budget. Most full time staff can claim up to £500 each year for training that will help them in their jobs and career progression.

Cycle to Work

Cycling to work can help to improve physical and mental health as well as reducing time and costs spent on commuting, so AfriKids is registered on the government's Cycle to Work Scheme. This means you can buy a new bike and accessories tax free through AfriKids with an interest-free loan which you can pay back in instalments.

Pension

We offer a generous pension scheme with the option to make your contributions via "salary sacrifice", making them more cost effective for you and AfriKids. We will match your contributions up to 5%.

Annual eye tests

We will cover the cost of a standard annual eye test and if you are advised you need special glasses to work with visual displays (screens), we will also cover the basic cost of those.

Flexible working

Following probation, most staff are entitled to make use of our flexible working policy, which allows staff to make some decisions around when and where they work. Most staff can choose when they work, providing they fulfil their contracted weekly hours over the course of each week, work our core hours of 10.00-16.00 each day and remain available outside of these as required. We also support working from home and long distance working, please see the policy for full details.

Travel card loan

Being able to buy an annual travel card can significantly reduce the personal expense of travelling to work. After probation, all staff are entitled to request up to £2000 as an interest-free loan to buy an annual travel card which they can pay off over 12 months.

We would love to hear any suggestions for other benefits you'd like to see from AfriKids. Please send them to hr@afrikids.org or a member of the Operations Team.

We have some more great benefits so do [get in touch](#) if you want to find out more.

**Please note most benefits are offered discretionary, may be withdrawn or amended without notice and terms and conditions apply, please see request to see the policies for further details.*



We believe in the rights of all children, everywhere and that they should be valued, protected and met by all.

We exist to make this the reality for children in northern Ghana, where more than half of all families live in poverty and 1 in 15 children die before their 5th birthday. Our award-winning work keeps thousands of children happy, healthy, safe and in school every year.

Everything we do is led by local staff with the simple approach of listening to their communities and empowering them to make sustainable changes themselves.

By working with all levels of society - from parents and community groups, to the government and private sector - we ensure **child protection, education and health** systems work for all children, especially the most vulnerable. Ultimately, this is helping families break the cycle of poverty for good.

How we break the cycle of poverty



We empower children

to secure their own futures by building their knowledge and confidence, teaching them about their rights and giving them a voice in decisions that affect them.



We put communities on their feet

By helping families to grow their income and educating communities to value, protect and meet the rights of all children, now and in the future.



We demand that government delivers

By strengthening and influencing authorities and other agents to improve child protection, education and health services and ensure they reach all children.

1 million+
support cases since 2002

Locally-led solutions

All of our projects are designed and delivered by a team of local staff and volunteers who have the expertise, dedication and trust of their communities to make real change happen.

Making changes that last

If it's not sustainable, it's not development. All of our work empowers local people to make changes themselves that they can sustain without our ongoing support.

Steadfast principles

Our robust policies and procedures ensure we are transparent and accountable for everything we do and that we protect and uphold the dignity of the people we exist to serve.

International Charity of the Year
Charity Times Awards

Transparency & Accountability
Third Sector Excellence Awards

Humanitarian Award
Bond International Development Awards

Outstanding Contribution
Government of Ghana

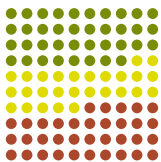
ONE MILLION SMILES



We believe in the rights of all children, everywhere,
and that they should be valued, protected and met by all.

We exist to make this the reality for children in northern Ghana, where currently:

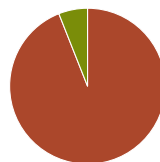
THE CHALLENGE



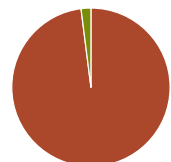
62% of people live in poverty
35% live in extreme poverty



1 in 16 children die
before their 5th birthday



94% of children
experience violence



just 2% of primary school
students can read

THE OPPORTUNITY - WHAT WE WILL DO

Over the next five years we will listen to local people and empower them to make sustainable changes themselves in order to:



ENSURE MEANS

Ensure families and young
people have secure
livelihoods to meet children's
needs and protect their rights



BUILD MOTIVE

Create Champion
Communities that understand,
value and protect the rights of
all children



CREATE OPPORTUNITIES

Improve education, child
protection and health services
to ensure all children can be
healthy, safe and learn



ADVOCATE

Share evidence of our impact
to mobilise others to extend
our successful approach
across Ghana and protect
more children's rights

IMPACT

Reaching one million people to achieve:

32,420
Secure
Families



235
Child Champion
Communities



320
Communities with
improved
Education



224
Communities with
improved
Child Protection



232
Communities with
improved
Health



HOW WE WORK

Locally-led
solutions and
leadership

Listen,
empower,
sustain

Safeguarding to
keep children
safe

Transparency &
accountability

Respect for
people and
planet

Partnership and
collaboration

Continuous
organisational
development

[Find out more and get involved](#)