



# Job Profile

## How to Apply for this Job

### Background on Tearfund

Tearfund is a Christian international relief and development agency working globally to end poverty and injustice, and to restore dignity and hope in some of the world's poorest communities.

We have a vision to see 50 million people released from material and spiritual poverty through a worldwide network of 100,000 local churches. We operate in more than fifty countries around the world. We deliver our strategy by:

- Envisioning churches to embrace their calling to address poverty and injustice
- Developing communities and building resilience, sustainably and holistically
- Changing unjust policies and practices to deliver justice for poor communities
- Enabling communities affected by disaster and conflict to recover quickly and be better equipped to face future hazards.

We are committed to developing experts who are inspired, resourceful, courageous, compassionate and equipped. If you are interested in working with us, take time to look around our website and discover more about our unique organisation.

### Tearfund's Application Process

If you would like to apply for a job, please visit our website at [www.tearfund.org/en/get\\_involved/jobs/](http://www.tearfund.org/en/get_involved/jobs/). From there you can [search for vacancies](#), choose the relevant area of work (e.g. Disaster Management / HR, Finance & IT) and then find the vacancy that interests you.

All applications need to be completed online using our online registration form. As you progress through your application, please ensure that you save each section.

If after reading though this Job Profile, you have any questions or want to find out more about our recruitment process, please do not hesitate to contact [recruitment@tearfund.org](mailto:recruitment@tearfund.org).

In this Job Profile pack we've included a full Job Description as well as a Person Specification. Please ensure that your application clearly shows how your skills and experience meet the requirements for this post.

## Job Profile

JOB TITLE	<b>ICS Pre-Placement Co-ordinator</b>
GROUP	<b>Global Advocacy and Influencing</b>
TEAM	<b>Global Volunteering Team</b>
LOCATION	<b>Teddington, United Kingdom</b>
RESPONSIBLE TO	<b>ICS Pre-Placement Manager</b>

## PART 1 – JOB DESCRIPTION

### 1. PURPOSE OF THE TEAM

The ICS programme sits within the Global Advocacy and Influencing Group alongside Tearfund's existing international volunteer programmes in the Global Volunteering Team. The Global Volunteering Team offers inspiring and challenging overseas opportunities that enable individuals and groups to work alongside our partners around the world and get involved with a variety of development issues. Participants will learn from and be of service to both their host partner and the local community, often working through - or closely with - the local church and in-country volunteers. We aim to journey with participants as they unpack issues of poverty, justice, faith and development, and help them to expand their understanding of how they can make a positive difference to global poverty, working towards achieving the Sustainable Development Goals.

The International Citizen Service (ICS) is a youth volunteering programme, which provides government-funded overseas placements for 10-12 weeks, connecting UK and In-country volunteers with our local partners, delivering development impact through project work in the community, the personal development of UK and In-country volunteers and the on-going action of participants after their placement. Tearfund are part of a wider consortium who have been contracted to deliver the ICS Programme over 6 years from 2012 - 2018.

### 2. MAIN PURPOSE OF THE JOB

As part of the Global Volunteering Team the role will support the ICS Programme in coordinating overseas placements that expose volunteers to the work of Tearfund and its partners around the world.

### 3. GENERIC PURPOSE OF THE ROLE

- Share in responsibility for the overall team task and be responsible for carrying out work packages and processes
- Liaises with internal colleagues and external clients
- Maintain accurate databases and general information
- Be a vital public facing representative for Tearfund in the ICS Programme by responding to electronic communication in a timely and accurate manner
- Responsible for reviewing own personal development and overall team tasks

### 4. PARTICIPATION IN THE SPIRITUAL LIFE OF TEARFUND

- To attend corporate weekly Staff Prayers on Wednesdays, to hear of Tearfund's work and to spend time in prayer and worship together.
- To lead or participate in spiritual sessions of prayer and biblical reflection within the Team / Group
- To be committed to Tearfund's Missions, Values and Beliefs statement.
- To be committed to actively working and living in accordance with Tearfund's evangelical Christian beliefs.
- Responsible for maintaining your own spiritual development.

## 5. POSITION IN ORGANISATION

The post reports to the ICS Pre-Placement Manager. It requires close liaison with other Tearfund teams and external clients. The main scope of external liaison will be with an external Centralised ICS Hub. There will also be liaison with other members of the Consortium where appropriate.

## 6. SCOPE OF JOB

- Responsible for inputting, updating and extracting volunteer information from the ICS database. Use this data to report against volunteer trends and outcomes against targets.
- Responsible for maintaining and coordinating pre-placement finances according to protocol and budget parameters
- Responsible for all travel administration and logistics
- Responsible for assisting in the organisation and delivery of training and providing volunteers with appropriate learning material
- Responsible for various volunteer clearance processes
- Support the ICS recruitment process
- General ICS Admin, logistics and support

## 7. DUTIES AND KEY RESPONSIBILITIES

**Responsible for inputting, updating and extracting volunteer information from the ICS database. Use this data to report against volunteer trends and outcomes against targets.**

- Input and manage volunteer information on ICS database (Jobscience) and Tearfund database (Affinis)
- Provide regular JobScience reports throughout a cycle to feed into wider monitoring and evaluation reporting structures.
- Ensure confidentiality measures are in place and adhered to according to guidelines.

**Responsible for maintaining and coordinating pre-placement finances according to protocol and budget parameters**

- Responsible for paying all invoices, expenses and reimbursements, keeping accurate record of monies according to Tearfund financial policies.
- Responsible for ensuring that any expenditure and reimbursements are within the set budget.
- Responsible for requesting, holding and balancing cash advances from UK finance.
- Responsible for requesting, keeping record of and balancing emergency money sent overseas with the teams.

**Responsible for all travel administration and logistics**

- Responsible for all admin and logistical elements of the flight booking process for teams.
- Responsible for researching cheapest flight options and conditions of advanced bookings to be report to ICS Pre-Placement Manager.
- Process visa applications.
- When required, assist volunteers with UK travel and accommodation bookings attached to assessment days, trainings and travel to/from the airport.

**Responsible for assisting in the organisation and delivery of trainings and providing volunteers with appropriate learning material**

- Be a trained facilitator for team leader and pre-placement training.
- Coordinate volunteer learning material on relevant online platforms.
- Ensure all volunteers are aware of and have access to relevant learning materials.
- When required, feed into the content management of training and learning materials.
- When required, arrange equipment and resources including photocopying materials, ordering resources, collecting resources.

## **Responsible for various volunteer clearance processes**

- Ensure all volunteer related pastoral, medical, criminal and placement non-negotiable processes are completed before departure, with appropriate action taken.
  - Ensure volunteers and team leader references are received and checked before travel.
  - Ensure all emergency contact information has been gathered for all volunteers and team leaders before travel.
  - DBS check all volunteers and team leaders.
- Work alongside the fundraising support officer based at the lead consortium agency to ensure fundraising targets met.
- Adhere to data compliance protocols
- Bring a sensitive and mature attitude to handling all sensitive and confidential information.

## **Support the ICS recruitment process**

- Conduct interviews for ICS volunteers and team leaders
- Hold assessment day manager responsibilities when required
- Provide assessor and assessment day manager training to future facilitators, when required.
- Attend regular meetings with the ICS Applications Officer and the lead partner agency and the Tearfund Applications and Assessment Coordinator to discuss recruitment progress to target.

## **General ICS Admin, logistics and support**

- Work with other ICS staff to refine admin processes so that they are effective and efficient
- Provide quarterly hand over information to in-country staff.
- Provide programme information to participants, other Tearfund Teams and external clients as required.
- Coordinate and share responsibility of managing the general ICS email account, responding to enquiries in a timely manner.
- Ensure regular contact with selected volunteers is made providing relevant information at each stage of the pre-placement journey.
- Support and work with other members of the team in a professional manner and have a positive and flexible attitude
- Work with others in the team and across Tearfund to monitor and maintain standards in line with codes of best practice
- Work in conjunction with Tearfund ICS team both in the UK and overseas to ensure work done at the pre-placement stage appropriately feeds into overall programme delivery.
- Approximately 1 week every 6 weeks, manage the 24-hour emergency phone.

## PART 2 – PERSON SPECIFICATION

**JOB TITLE: ICS Pre-Placement Co-ordinator**

	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>HND/HNC or equivalent vocational qualification</li> </ul>	<ul style="list-style-type: none"> <li>Bachelor degree or equivalent level of knowledge</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Proven ability to work as part of a team providing opportunities for volunteers to work overseas.</li> <li>Event management experience</li> <li>Experience in an overseas or humanitarian setting.</li> <li>Experience of creating and implementing a project plan</li> <li>Experience of presenting to medium size groups</li> <li>Experience of working with a diverse range of people, including those with disability or inclusion needs.</li> <li>Experience of delivering safety and security trainings</li> <li>Experience in providing pastoral support</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working with and managing young adult volunteers</li> <li>Experience of living in a 'developing world' culture</li> <li>Experience in providing support to those with mental health issues.</li> </ul>
<b>SKILLS/ ABILITIES</b>	<ul style="list-style-type: none"> <li>Ability to use own initiative and manage your own workload and prioritise tasks</li> <li>Ability to meet deadlines</li> <li>Proven ability to manage a complex process requiring the coordination of several people</li> <li>Proven ability to work in an office environment in a professional manner</li> <li>Ability to manage budgets and forecast</li> <li>Ability to support and encourage others</li> <li>Ability to think and plan strategically</li> <li>Excellent interpersonal communication</li> <li>Good attention to detail</li> <li>Computer literate including proven ability in Word and Excel</li> <li>Strong organisational skills</li> <li>Ability to manage conflict</li> </ul>	
<b>PERSONAL QUALITIES</b>	<ul style="list-style-type: none"> <li>Ability and willingness to work unsocial hours and some weekends</li> <li>Adaptability/Flexibility</li> <li>Confident</li> <li>Positive Attitude</li> <li>Team Worker</li> <li>Committed Christian</li> <li>Excellent personal organisation</li> <li>Problem Solver</li> </ul>	
<b>OTHER COMMENTS</b>	<p>At certain peak periods in the year, this role is very busy – the post holder will need to be prepared to: Work approximately 10 weekends a year and occasional single weekend days. Work anti-social hours at certain times of the year to process teams. Be able to drive.</p>	

**TEARFUND  
INFORMATION FOR APPLICANTS**

**JOB TITLE: ICS Pre-placement Co-ordinator**

**OFFICE HOURS:**

Monday to Friday 9.00am - 5.00pm with one hour for lunch.  
35 hour working week

**ANNUAL LEAVE - FULL YEAR:**

25 days pro-rata  
+ statutory bank hols  
+ additional days at Christmas

**SICK LEAVE SCHEME:**

Based on length of service

**NON-CONTRIBUTORY PENSION SCHEME:**

Tearfund will contribute 10% of your salary to your pension. All staff are contractually enrolled onto the Tearfund group pension scheme

**NEW STAFF SERVICE:**

6 months probationary period with a 3 month review

**Grade: 6**

**SALARY: £23,641 per annum**