



HOSTAGE

Hostage International Team Assistant

Role: Team Assistant

Contract: Part-time (10-15 hours per week), one-year fixed term which may be extended by mutual agreement

Salary: £18,500 per annum for a 35-hour week (to be calculated pro rata in accordance with agreed hours)

About Hostage International

Hostage International is an independent charity that supports families during and after a kidnap or detention, and hostages when they return home.

We run a training and education programme in family support for organisations who operate in high risk zones, and when required we advocate for improved policy and practice in family and post-release support.

Hostage International is governed by a board of trustees. Terry Waite CBE (President) and Carlo Laurenzi OBE (Trustee) founded the organisation as Hostage UK in 2004. In 2018, the charity changed its name to Hostage International to reflect the international scope of its work.

Hostage International co-founded Hostage US in 2016 and is assisting in the launch of Hostage Italia. Hostage US and Hostage Italia are focused on assisting nationals of the United States and Italy respectively, while Hostage International assists families and former hostages wherever they are based.

We are strictly independent, but collaborate with relevant partners to achieve the best possible care and support for hostages and their families. We play no role in securing the release of hostages. We cannot bring hostages home, but we help to make a terrible situation more bearable for those involved.

As a small charity, we all work remotely and occasionally meet face to face in London. We have committees which focus on our major business functions. The main ones are the Executive, Family and Hostage Support, Education, Communications and Fundraising committees. We also set up working groups for specific projects.

We are entering an exciting phase of development in which we are expanding our team to meet the demand for our support services. A Team Assistant is required to help us grow, primarily by maintaining and developing high quality administrative support across all functions.

www.hostageinternational.org

Hostage International is a registered charity, number 1161072



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More information about Hostage International can be found on our website www.hostageinternational.org

Role Summary

The role of the Team Assistant is to provide high quality administrative and logistical support across all aspects of the charity's work, primarily in the day to day running of the charity, but including areas of service delivery and organisational development.

The Team Assistant reports to the Coordinator, but will work closely with all staff on a variety of administrative tasks. The team assistant will ensure the Director, Board of Trustees and other volunteers are properly supported in carrying out their duties and will coordinate tasks to ensure objectives are met.

Along with the normal duties and obligations of a charity, Hostage International deals with extremely sensitive and confidential information. The Team Assistant must fully appreciate this and handle sensitive confidential material appropriately.

The Team Assistant will gain experience across a range of business functions in an expanding charity. Given the small size of Hostage International, this is an opportunity to make a huge impact in a service focused organisation.

Main responsibilities

Office management, which includes:

- Managing the information storage system and ensuring documents are properly filed.
- Maintaining contact databases.
- Playing a key role in improving administrative processes and ensuring new administrative procedures are clearly communicated to relevant parties.
- Assisting with onboarding new volunteers.
- Ordering stationery and office supplies, and organising print and delivery orders of hard copy materials.

Administrative support for Hostage International's services and work streams, which includes:

- Arranging internal committee meetings (across family and hostage support, communications, fundraising, education and working groups), and assisting with preparation and follow up tasks.



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- Assisting with the organisation and logistics of events, such as seminars and workshops, external conferences and fundraising events.
- Booking rooms, travel and eating venues for volunteers.
- Representing our organisation at these events.

Supporting the Director, which includes:

- Supporting the Director in her role, ensuring she has the correct documentation and information for meetings and training events and assisting with follow up tasks.
- Arranging the Director's national and international travel and accommodation.
- Filing the Director's expense claims.

Supporting the Board of Trustees, which includes:

- Compiling the agenda and papers for quarterly meetings and annual strategy day, keeping a log of actions and updates, and occasionally helping out with governance tasks;
- Arranging trustees' travel and accommodation as and when needed.

Required experience

- Working with office management systems and procedures in a role with an administrative responsibility
- IT efficient, particularly with using Microsoft Office
- Liaising with internal and external professionals
- Event management and experience with minute-taking is desirable, but not essential

Qualities and key behaviours

- Highly organised, able to manage time to deadlines and work alone.
- A commitment to the role of voluntary sector organisations.
- A proactive approach with a flexible and helpful disposition.
- Strong verbal and written communication skills, including the ability to write concisely and effectively and ability to liaise with a range of contacts in a professional manner
- Ability to adhere to a strict confidentiality agreement and work with sensitive information.



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Time commitment

The Team Assistant's time commitment is expected to be a minimum of 10 hours per week and a maximum of 15 hours.

There is flexibility around how these hours are spread over the week, but there will be occasions where you will need to work set times. There will be rare occasions where you may need to work during the evening or at weekends.

Place of work

Hostage International does not have office premises and our people all work remotely. The only geographic requirement for the role is that you are based in easy reach of London in order to attend occasional meetings.

Contract

The role is currently being offered as a fixed-term, one-year contract, after which there will be a review and a possibility of extension or permanent contract, but no guarantee of such.

Benefits and Entitlements

The salary for the team assistant will be calculated on a pro rata basis for the hours agreed based on a full-time (35-hour/week) salary of £18,500. In addition to bank holidays we offer 25 days a year holiday entitlement prorated for the hours worked. We also offer a workplace pension scheme with Aviva with Hostage International offering a 5% employer's pension contribution.

Application Process

To apply, please send your CV and a covering letter to Hostage International by **Friday 22 November 2019**.

In your covering letter, please outline what you would bring to the role of Team Assistant and how your skills and experience meet the requirements of the job description.

We will reply to all applications to let candidates know whether they have been short-listed for interview. We are a very small charity and therefore unable to provide feedback on unsuccessful applications.

Interviews will take place during the week beginning **9 December 2019**.

Please send your CV and covering letter to recruitment@hostageinternational.org