

Children and Families Across Borders **Recruitment Pack**



About CFAB

CFAB is the only UK charity with an international children's social work team and the only UK member of the International Social Service (ISS) network. We identify and protect the most vulnerable children who have been separated from their families in complex and often dangerous situations due to conflict, trafficking, migration, family breakdown or asylum-related issues.

Working with partners in 130 countries, we are experts in social work in an international context, cross-border child protection cases, care proceedings requiring cross-border cooperation and overseas placements.

WHY WORK FOR CFAB?

Everyone in our diverse and friendly team helps to make a positive difference to the lives of children who have become separated from their families. There are lots of ways to make an impact. From raising funds, to social work, to influencing policies and planning budgets, each role contributes to our vision of ensuring every child has access to care, protection and a safe family environment.

Our values of professionalism, impartiality and respect underpin everything we do to provide care and protection for children in need, and to reunite them with family wherever possible. These values also provide a framework for the way we work at CFAB.

Staff Benefits

We value our staff and provide a competitive package of benefits which includes:

- 26 days of annual leave plus 2 personal days per year
- 5% Employers Pension Contribution
- An Employee Assistance Programme with access to private GP appointments, mental health support and retail and leisure discounts
- Flexible and hybrid working
- A Time Off in Lieu (TOIL) policy for overtime
- 7 hours of volunteering leave per year
- A generous training allowance
- Long-term Service Awards
- Employee Recognition Awards
- Access to a Working from Home Equipment Fund
- Eye Care Scheme
- Regular Social Events

Job Title: Administrative Support Officer

Reporting to: CEO

Start Date: 28 August 2025

Hours: 15 hours/week

Salary: £17/hour

Contract Type: fixed-term, 28 August 2025 – 19 December 2025

Application deadline: 18 August 2025

Job Outline:

This is a temporary, fixed-term position following the departure of our Executive Assistant at the end of August. Your role will be to provide general administrative support to the CEO and Senior Management Team, taking on additional responsibilities as required. You do not need to be based in London, but you will need to come into London for initial training.

To apply, please send a full CV and covering letter detailing how you meet the requirements of the role and outline why you are interested in working for CFAB to jobs@cfab.org.uk

As a cross-border, cross-culture children's charity, Equality, Diversity and Inclusion is at the heart of what we do. We are committed to fostering a workplace that promotes mutual respect and allows equal opportunity for all. We seek applications for candidates with diverse backgrounds including, but not at all limited to, family overseas, experience being raised by non-biological parents, ethnic minority communities and people with health conditions or impairments.

We are proud to be a member of the Experts by Experience Employment Network (www.ebeemployment.org.uk), which aims to increase representation of people with lived experience in the charitable sector. Please feel free to use information and resources at <https://www.ebeemployment.org.uk/ebe> which may help in preparing your job application.

Key responsibilities:

Board support

- Diarising Board and committee meetings and planning meetings
- Organising and formatting papers for the meeting
- Minute-taking of the meeting

CEO Diary Management

- Scheduling circa 20 meetings a week incl emails with recipient
- Organising meeting papers
- Tracking meeting actions
- Ad hoc research/support for CEO

Office Management Support

- Info inbox monitoring

- Ordering stationary supplies
- Maintaining office support folders and trackers
- KPI support (to Dep CEO)
- Office logistical support (with Finance/HR) – e.g. PAT testing, laptop management, IT support
- Switchboard calls

General Team Admin support

- Raising invoices on Salesforce
- Following up on referral forms sent to clients
- Following up on outcomes from cases
- Uploading donations to Salesforce
- Tracking rsmps
- General event support

Person specification: (Skills, Abilities, Knowledge and Experience)

Essential:

- Be interested in working in a vibrant charity with a particular interest in administration
- Be educated to A level or have significant relevant work experience
- Possess excellent organisation skills and attention to detail
- Have exceptional written and verbal communication skills
- Be personable and confident dealing with a variety of people
- Be able to prioritise and manage a demanding workload
- Have the ability to be flexible and also be a team player

Desirable:

- Be confident with IT - in particular Excel and Salesforce

This job description is a non-contractual document and may be changed at any time by CFAB. All employees are expected to be flexible over the tasks/duties and responsibilities of their roles in order to meet the needs of both of CFAB and our service users/partners.