

## Support Services Coordinator

### Introduction to Kintsugi Hope

Kintsugi Hope is a charity launched 24 February 2018, set up with the vision for 'A world where mental and emotional wellbeing is understood and accepted, with safe and supportive communities for everyone to grow and flourish.'

Kintsugi Hope is working with partner organisations across the whole of the UK to see our vision become a reality.

#### **Role Purpose:**

This is a dynamic and varied role designed to provide essential support across Kintsugi Hope's operations. This position will evolve to meet the needs of the organisation, picking up responsibilities that ensure smooth delivery of our mission. If you thrive in a fast-paced environment, enjoy variety and problem-solving, and want to make a meaningful impact, this role is for you.

**Job title:** Support Services Coordinator

**Responsible to:** Head of Engagement

**Place of Work:** Remote

**Salary:** £25,500 (£15,300 pro rata)

**Contract:** 22.5 hours a week

**Benefits:** 25 days holiday plus Bank Holidays (pro rata for part time)

Entitlement to pension following 3 months' probation period

Personal and Team Retreat Days

## Main Responsibilities

- Provide general administrative support to all areas of the organisation.
- Responsible for smooth logistics and planning for external events such as fundraising dinners, festivals, and ad-hoc gatherings (may require some UK wide travel)
- Manage the Admin@ email inbox, ensuring timely and professional responses.
- Organise print-on-demand merchandise and oversee related processes.
- Manage physical materials for Wellbeing Groups, including inventory and distribution.
- Assist with coordination of information sessions and group leader experiences, ensuring smooth delivery.
- Assist with management of Groups@ email inbox.
- Assist with organisational support functions including Finance, HR, and Facilities.
- Provide HR administration support as required.
- Contribute to creating a positive workplace culture, making Kintsugi Hope a great place to work.

### Culture:

- Clearly live out and embrace the cultural values of Kintsugi Hope.
- Clearly demonstrate a heart and passion for the charity.
- Sincere acceptance, understanding and practice of the Christian ethos and purpose of the Charity.

### Other Responsibilities Include:

- Being willing to pray alongside staff and volunteers, and fully engage with our Christian ethos
- Encouraging friends, family and other contacts to support the charity through the Hope Giver programme and other fundraising initiatives
- Attending annual Kintsugi staff retreats and conferences
- Completing all compulsory Kintsugi Hope training within given timescales

### Measurable Outputs:

- Respond to external queries within 2 working days
- Achieve all deadlines for event bookings (venues, festivals etc)

## **Person Specification**

### **Education/Qualifications**

- GCSE Maths and English

### **Knowledge/Experience**

- Experience of providing general administrative support in an office setting
- Experience of having to work using your own initiative.

### **Skills/Abilities**

- Excellent administration skills.
- Able to prioritise time, tasks and attention effectively.
- Highly adaptable to changing priorities and tasks.
- Personable and friendly.
- Highly organised with strong attention to detail.
- Excellent communication and interpersonal skills.
- Comfortable working independently and as part of a team.
- Proficient in Microsoft Office and willing to learn new systems.
- Passionate about Kintsugi Hope's mission and values.
- Servant-hearted.
- Good problem-solving skills.

All adults working in or on behalf of Kintsugi Hope have a responsibility to safeguard and promote the welfare of children and adults. This includes:

- A responsibility to ensure a safe environment in which Kintsugi Hope services can be delivered



- Identifying children and adults where there may be safeguarding concerns
- Following the Kintsugi Hope Safeguarding policy in addressing any concerns appropriately

All Kintsugi Hope employees and contractors are required to have a satisfactory DBS check and be compliant with the Kintsugi Hope Safeguarding and Code of Conduct policy.

*Last reviewed: Jan 2026*