



**Job Title:** Business Administration Trainee

**Hours:** 35 hours a week

**Salary:** £20,500

**Contract:** fixed term (based on funding for the post)

### **Main Purpose of Role**

This is our entry-level, trainee position within CFAB with exposure to all parts of the charity through administrative support. It is designed to support social mobility, and we particularly encourage applications from those with experience of the care system. In this position you will develop knowledge of: change management, communication, project management, data management; business fundamentals, decision-making, resource management, interpersonal skills.

### **Benefits & Support**

All CFAB employees have 26 days of annual leave (FTE), Time Off In Lieu, and a personal training budget of £300 to further develop their professional skills. For this trainee post, the successful candidate will also have access to residential development conferences with our funder as well as additional training support.

### **Application Process**

- CVs and covering letters should be submitted to [jobs@cfab.org.uk](mailto:jobs@cfab.org.uk) no later than noon on 30 May 2022.
- First round interviews with CFAB on 7 or 9 June 2022
- Final interview with funder in mid-July 2022
- Reference checks and DBS check in August
- Start date: 1 September 2022

### **Overview:**

CFAB supports children on the move between the UK and other countries and children who are separated from their family in another country. The complexities of migration and international separation can make many of these children particularly hard to support and particularly vulnerable to abuse and exploitation. We ensure that children in these circumstances enjoy the same care, protection and right to a family life as we would want for any child.

We are the only UK representative of the International Social Service network, and the only charity in the UK with a dedicated international social work team. We are proud to have royal patronage from HRH, Princess Alexandra.

You will play an important role in our organisation, providing invaluable administration support across the organization. Depending on your skills and interest, you will be able to contribute more substantively to individual teams.

### **Main Duties**

1. Uploading of client referral forms to our CRM system (Salesforce) in a timely manner
2. Processing of sales invoice requests from team members in cooperation with the Finance Team so that our invoices to clients are paid on time.
3. Monitoring compliance from our existing overseas service partners with our service standards and data protection/child protection policies. Proactively taking action to resolve discrepancies and flagging significant risks

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4. Researching potential overseas service partners
5. Regularly running reports from our CRM system to ensure teams are inputting data correctly and evaluating performance against targets
6. Collecting and monitoring customer feedback on our Advice Line, our Case Services and our Training.
7. Processing Office Post
8. Maintaining registries of contracts, hardware and other business-related items
9. Salesforce support (Enabling and disabling licenses)
10. Taking advice line feedback for the social work team
11. Supporting the logistical running of events and training

## **Person Specification**

### *Essential*

- Good verbal communication skills
- Basic written communication skills
- Basic familiarity with computers and Microsoft Office packages (Outlook, Word, Excel)
- Strong attention to detail
- Willingness to learn from others
- Desire to work in a team
- Can-do attitude/ resourcefulness

### *Desired*

- Personal experience with cross-border families
- Experience living in care
- Familiarity with Salesforce

### *Additional Requirements*

1. Participation in evening and/or weekend events, networking and meetings
2. Ensuring adherence to necessary legislation e.g. Data Protection Act, Health and Safety Act

*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.*

*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.*