



African Child Trust

Registered Charity No. 1158266

Job Title: Office Manager
Contract: Permanent
Hours: Full Time or Part-Time considered
Location: Croydon
Salary: £30,000 - £34,000 subject to experience

About African Child Trust (ACT)

ACT is a growing international development charity with a Christian ethos, dedicated to educating disadvantaged children and empowering widows in Africa. Since 1998, we've supported children from primary school through to university and equipped widows with income-generating skills to sustain their families. Working with our local partners, we implement projects in education, livelihoods, sanitation, and health across eight African countries: Burkina Faso, DR Congo, Kenya, Malawi, Nigeria, Tanzania, Uganda, and Zambia.

Office Manager Role

As we are expanding both our impact and reach to more children, women and communities in Africa, we are seeking a proactive, organised professional to join our small, dynamic team in a senior role reporting to the Director. You will oversee our supporter care administration, manage the office operations and administration, as well as lead our small staff team of paid staff, interns and volunteers. While bookkeeping skills are not essential for this role, experience in this area would be an advantage.

Key Responsibilities

Management & Administration

- Oversee office processes, policies, and procedures to ensure efficiency.
- Manage the recruitment, induction, and onboarding of staff, interns and volunteers.
- Maintain organisational records, ensuring accuracy and compliance.
- Oversee the CRM database, ensuring data integrity and secure stakeholder information.
- Support the charity's communication and social media strategy.
- Support the planning and execution of fundraising events.
- Ensure a safe, supportive and welcoming office environment.
- Assist the UK Director with the strategic development of the charity.

Supporter Care & Engagement

- Supervise staff in responding to supporter enquiries with empathy and efficiency.
- Responsible for managing supporter communications, including child sponsorship information and children updates.
- Liaise and work closely with our partners in Africa to obtain and provide accurate and timely updates to individuals and corporate UK child sponsors.

Essential Criteria

- At least 5 years experience of office management and administration in a similar role.
- Proficiency in use of office suites and CRM database management.
- Strong coordination and organisational skills, with the ability to manage through people tasks and time efficiently.
- Resourceful, proactive, and able to think critically.
- Good relationship management skills.
- Good verbal and written communication skills.
- Bookkeeping skills are desirable but not essential.

This post is covered by a genuine occupational requirement, and applicants will be expected to clearly demonstrate that they are in sympathy with and will support all aspects of the African Child Trust faith and ethos statement.

To Apply

Please email your CV accompanied by a supporting statement demonstrating your suitability for the role and how your experience matches the person specification. Also, highlight your most relevant, recent experience for this role.

Send to: office@africanchildtrust.org.uk

Closing Date: June 20th, 2025. We review applications on a rolling basis.

Interview: This will be arranged with shortlisted candidates.

Use of CVs

Our policy is to recruit our employees based on their suitability for the work to be done. All CVs received prior to the closing date of the role will be considered providing they are accompanied with a covering letter. CV's will be kept in line with our Data Retention Policy, as required by the General Data Protection Regulations.