HOSTAGE INTERNATIONAL
TEAM ASSISTANT ROLE

Role: Team Assistant
Contract: Part-time (14 hours per week), one-year fixed term which may be extended by mutual agreement
Salary: £23,500 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.

Hostage International's expertise is in supporting those affected by kidnapping or arbitrary detentions outside their home country. We are not involved in the resolution of these incidents but fill a much-needed gap in helping people cope with the day-to-day difficulties caused by kidnaps and illegal detentions.

We also 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.

As a small charity, our staffing currently consists of a full time CEO and a part-time communications & engagement manager and a case manager. We work remotely and occasionally meet face to face in or near London. We also recently set up a not-for-profit company in Germany, Hostage International (Europe), and have a part-time country manager based there.

A Team Assistant is required to help maintain and develop high quality administrative support.

Hostage International is an equal opportunities employer and is committed to equality and valuing diversity within the organisation. We will not discriminate on the basis of age, disability, gender, gender identity, marital status, pregnancy or maternity, nationality, race, religion or belief, sexual orientation, or on any other grounds. We are an inclusive organisation and actively promote equality of opportunity for all with the right mix of talent,

Hostage International is registered as a Charitable Incorporated Organisation with the Charity Commission of England and Wales, number 1161072.
Registered office: Hostage International, Brigham House, High Street, Biggleswade, Bedfordshire, SG18 0LD, UK.

skills and potential. We welcome all applications from a wide range of candidates. Selection for roles will be based on individual merit alone.

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 in specified areas of the charity's work, primarily around fundraising and data management, but also from time to time in areas of service delivery and organisational development.

The Team Assistant reports to the CEO, but will also be delegated tasks by the Communications & Engagement Manager and Case Manager.

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 and exposure across a range of business functions in a niche but essential charity. Given the small size of Hostage International, this is an opportunity to make an impact in a service focused organisation.

MAIN RESPONSIBILITIES

CRM and information storage administration:

- Maintaining our Client Relationship Management system – currently Donorfy - and its integration with other fundraising systems and resolving any functional issues.
- Monitoring and updating information on the CRM and highlighting useful or relevant findings to the CEO and Communications manager, pro-actively or on request.
- Maintaining an effective filing system on our Sharepoint drive.

Other administrative tasks:

- Processing invoices and payments to third party providers, volunteers, trustees and staff.
- Arranging internal meetings and assisting with preparation and follow up tasks.
- 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 and staff.
- Assisting with travel arrangements for staff and volunteers.
- Assisting with onboarding new volunteers.
- Ordering stationery and office supplies, and organising print and delivery orders of hard copy materials.

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 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.

TIME COMMITMENT

The Team Assistant's time commitment is expected to be 14 hours per week.
There could 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 £23,500. 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, 27 November 2026.** We encourage early applications. We may close this role prior to the closing date if a suitable candidate is found.

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.

Please send your CV and covering letter titled 'Team assistant application' to **recruitment@hostageinternational.org**