# Application pack: Admin Officer (p/t)

Part Time: 21 hours per week

Managed by: Office Manager

Salary: £22, 416 to £28,427 (pro rata) Pay Award Pending

Location: London, currently remote working.

(Currently PSC staff are working remotely in response to the Covid-19 crisis with very limited office working. This is under review with regard to the longer term).

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| Purpose of the role |
| The Admin Officer will often be the first point of contact with PSC members, supporters and the general public. Responding to enquiries swiftly and efficiently, you will be providing information relating to the campaign and PSC’s activities. Reporting to the Office Manager you will respond to enquiries, input payments accurately onto databases and support volunteers to complete their allocated tasks. You will contribute to improving internal processes, providing feedback at meetings and suggesting improvements to user guides and training manuals. The Admin Support Officer has a varied role and will have excellent organisational skills with the ability to prioritise tasks, responding well to changes in campaigning priorities. You will work well with colleagues from across teams, support volunteers and communicate regularly with suppliers, keeping individuals informed of requests and following up any incomplete tasks. |

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| Key responsibilities  |
| * Dealing with incoming enquiries including phone calls, emails, and postal enquiries, meeting and greeting visitors to the office and accepting deliveries (some heavy lifting is required)
* Processing payments including credit/debit card, cash payments and cheques. Accurately recording transactions onto databases (Raiser’s Edge), following PSC’s data protection and security policy
* Inputting information quickly and accurately from a variety of sources onto membership and supporter database (Raiser’s Edge and MailChimp)
* Taking customer orders and ensuring that they are fulfilled, and responding to enquiries on our ecommerce platform Shopify, overseeing volunteer tasks from start to completion, providing support and training.
* Completing regular stock count and monitoring merchandise stock levels in the office and on Shopify, placing orders with suppliers and tracking process from order to delivery. Completing any expense forms as necessary, following finance procedures.
* Completing administrative tasks relating to PSC fundraising initiatives
* Supporting PSC events including; venue hire and event logistics, monitoring event bookings and preparing registration lists for Campaigns team
* Uploading events to PSC’s website, preparing content and sourcing images where required.
* Swiftly dealing with payment enquiries and communicating with suppliers and guests as required.
* General office tasks including maintaining paper and electronic files, maintenance of IT equipment (including phones, printer, laptops and desktops), logging faults and liaising with technical support and suppliers as required.
* Providing administrative support to the PSC team, including assisting with booking meeting rooms, preparing documents, ordering stationery and office supplies, as and when required.
* Maintaining a pleasant office workspace; following recycling guidelines, tidying shared work spaces, maintenance of IT equipment and organising merchandise stock and literature storage in the office and off-site storage facilities
* Working within the policy, aims and objectives of the Palestine Solidarity Campaign.
* Respecting and maintains confidentiality of information.
* Remaining sensitive to needs of volunteers, with good intuition when allocating tasks and providing training
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| **Flexibility** |
| To be successful you will have:Flexibility: In order to work effectively in a changing environment, other tasks may be requested. The post-holder must be prepared to support events taking place around London and on occasion work varying hours including weekends and evenings. |

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| **Personal specification** |
| Essential Skills and Experience * Experience of providing administrative support
* Professional telephone manner
* Speedy and accurate data entry and word processing skills
* Experience of working with Microsoft Word, Excel and other MS Office programmes
* A self starter, able to handle a demanding work load with flexibility
* Able to respond to and deal with difficult situations calmly and constructively
* Methodical and well organised with good attention to detail
* Experience of using IT and ability to learn new programmes and processes quickly
* Ability to work as part of a team
* Good communication and relationship management skills
* Demonstrable commitment to PSC’s aims and objectives
* Clear and demonstrable commitment to anti racism, equality and diversity

Desirable* Experience of working with a CRM system, ideally Raiser’s Edge
* Experience of working with Microsoft Word, Excel and other MS Office programmes
* Familiar with WordPress or uploading content to other website domains
* Previous customer service experience
* Experience working with volunteers, overseeing tasks and providing training
* Some experience of administration to support fundraising and networking activities
* Experience of working with membership based organisations
* Ability to contribute to the development of internal processes and forward planning
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PSC is an equal opportunities employer; we welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age