# Application pack: Admin Support Officer (p/t)

Part-time: 2.5 days per week (17.5 hours) Fridays fixed.

Managed by: Finance Funding and Development Manager

Salary: ££22,889

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| Purpose of the role |
| The Admin Support 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. Working closely with the Admin Officer and Volunteer Co-ordinator 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  |
| Enquiries and communications* 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 (Quickbooks, Raiser’s Edge), following PSC’s data protection and security policy
* Input information quickly and accurately from a variety of sources onto membership and supporter database (Raiser’s Edge and Mailchimp).

Fulfilment of orders* Takes customer orders and ensures that they are fulfilled, responding to enquiries and overseeing volunteer tasks from start to completion, providing support and training.
* Uploads events to PSC’s website, preparing content and sourcing images where required.
* Completes regular stock count and monitors merchandise stock levels, placing orders with suppliers and tracking process from order to delivery. Completing any expense forms as necessary, following finance procedures.

Office* 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.
* Provides administrative support to the Admin team, including assisting with booking meeting rooms, preparing documents, ordering stationery and office supplies, as and when required.
* Maintains 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

Events and activities* 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.
* Swiftly dealing with payment enquiries and communicating with suppliers and guests as required.

Confidentiality* Works within the policy, aims and objectives of the Palestine Solidarity Campaign.
* Respects and maintains confidentiality of information.
* Is sensitive to needs of volunteers, with good intuition when allocating tasks and providing training
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| **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* Experience of providing administrative support
* Professional telephone manner
* Speedy and accurate data entry and word processing skills
* 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
* Support for the aims and objectives of PSC

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

Essential Skills and Attributes * Demonstrable commitment to PSC’s aims and objectives
* Clear and demonstrable commitment to anti racism, equality and diversity
* Good written and verbal communication skills
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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