Admin Support Officer (Part-time)

Part-time: 2 days per week (14 hours)

Salary: £21,330 pro-rata

Reports to: Office Manager

Palestine Solidarity Campaign (PSC) is advertising for part-time Administrative Support Officer to help in our busy office. We are looking for a reliable, enthusiastic, and well-organised person, to provide support to the team. 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, providing information relating to the campaign and PSC’s activities.

**Person specification**

*Essential*

* Experience of providing administrative support
* Professional telephone manner
* Speedy and accurate input 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
* Ability to work as part of a team
* Support for the aims and objectives of PSC
* Good communication and relationship management skills

*Desirable*

* Previous customer service experience
* Experience working with volunteers, overseeing tasks and providing training
* Experience of administration to support fundraising and networking activities
* Experience of working with membership based organisations
* 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

**Job Description**

* 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
* Inputs information quickly and accurately from a variety of sources into membership database (Raiser’s Edge and Mailchimp).
* Takes customer orders and ensures that they are fulfilled, responding to enquiries and overseeing volunteer tasks from start to completion.
* 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 expenses documents as necessary, following finance procedures.
* 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.
* Supporting PSC events including; venue hire and event logistics, monitoring event bookings and preparing registration lists for Campaigns team and for other ad-hoc events e.g. fundraising or for the patrons of PSC, dealing with payment enquiries and communicating with suppliers and guests as 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.
* Works within the policy, aims and objectives of the Palestine Solidarity Campaign.
* Respects and maintains confidentiality of information.
* Any other duties commensurate with the position.

**Flexibility**

* In order to work effectively
* in a changing environment other tasks may be required

**Other**

* This is a job share with one other part time admin support officer and role reports to the Office Manager.