

Job Description

Job title: Administrative Assistant

Location: Central Edinburgh but working from home until further notice

Reporting to: Head of Operations (with interim sabbatical arrangements in place for the first few months)

Hours/Duration: 2.5 days a week, ideally 5 half days (17.5 hours per week). This post is for one year initially, with the aim of continuing the post after this, subject to funding. initially for 1 year. The post may require some work out of hours and potentially in unsociable hours, for which time off in lieu will be granted. There will be no payment of overtime.

Salary: £17,995 - £20,846 pro rata, subject to experience.

Other: You will receive 28 days annual leave plus 11 days of statutory holidays, pro rata. Friends of the Earth Scotland operates a workplace pension scheme with NEST. FoES pension benefits exceed minimum auto-enrolment benefits.

You will work closely with the Head of Operations and the other Administrative Assistant to provide general administrative and financial support and to help look after our members and supporters in Scotland. Additionally, you will provide assistance to the Director, Head of Campaigns and Head of Development, and help organise our Board meetings. During the Head of Operations sabbatical, for your first few months, you will spend less time on membership administration than normal.

Your specific duties will include:

Financial and Office administration:

- General office tasks such as mail, telephone, email
- Record and code income from cheques and take them to bank
- Collate invoices and ensure they are signed
- Order stationery and office supplies
- Support administration for AGM and attend on the day
- Work with other staff to ensure that membership and office administration is in line with campaign priorities
- Organisation of Board meetings

Membership administration:

- Update membership records with new, cancelled and deceased members, changes of address and other information
- Communicate with members on the telephone and in writing about donations, cancellations, change of contact details, upgrading and re-joining
- Create and maintain supporter and membership records
- Record donation and appeal data against individual records
- Upload direct debit and standing order data

- Preparation for reconciliation of membership and supporter income
- Send materials, letters and renewals to members
- Answer member enquiries
- Support the delivery of membership recruitment and upgrade campaigns
- Support the Head of Operations with membership recruitment campaigns

Assistance to the Director and Head of Campaigns

- Diary management including organising external meetings
- Organisation of national and international travel
- Responding to external requests

General

- Contribute to campaigning and other activities as and when appropriate
- You will also assist with other reasonable duties as agreed with your manager, including providing help to the Director, Head of Campaigns and Head of Development from time to time.

Skills and experience:

Essential:

- Strong administration skills
- Methodical and organised with ability to work accurately under pressure
- High level of accuracy and attention to detail
- Experience of data entry
- Numerate
- Customer service skills and a friendly and approachable manner
- Experience of using databases
- Good IT skills using Apple Mac computers and Microsoft Office
- Excellent telephone manner
- Good team player
- Understanding of membership led organisations

Desirable:

- Good understanding of the General Data Protection Regulation in practice.
- Experience of working with members and supporters
- A strong interest in the environment
- Experience using FileMaker databases