

JOB PROFILE

TITLE: **OFFICE ADMINISTRATOR**

REPORTING TO: **HEAD OF SUPPORTER SERVICES**

Thank you for your interest in this position. Please read these introductory pages very carefully before proceeding. If you then want to apply, please do the following: write a one-page covering letter, typed or in your own hand; prepare a typed CV (max. two pages A4); complete the application form (typed or written). All information will be treated with the strictest confidence.

If sending by post, please address to: Administrative Director, Survival International, 6 Charterhouse Buildings, London EC1M 7ET or email the items to: cb@survivalinternational.org

Our recruitment procedure requires a good deal of your time and effort, but we must narrow the field only to those who both really want this position and who are suitable. We normally receive a large number of applications, and select a few for interview at Charterhouse Buildings. If you are selected, we will let you know the date and time. If you wish to withdraw your application, we would be very grateful if you would phone or email to let us know. You should allow up to three hours for an interview (though it will probably be less). Your interview may include tests. A handful of people may be invited to a second interview.

As a charity, we are unfortunately unable to cover your expenses. We would also ask you to note that constraints on Survival's resources, particularly staff time, mean that we are *unable to give feedback to candidates who are not selected*.

BACKGROUND

Survival is the global movement for tribal peoples' rights. We're the only organization that champions tribal peoples around the world. We help them defend their lives, protect their lands and determine their own futures. Founded in 1969, we have offices in San Francisco, Amsterdam, Berlin, Milan, Madrid and Paris with the headquarters in London.

We exist to prevent the annihilation of tribal peoples and to give them a platform to speak to the world. We investigate, educate, research, campaign, lobby and protest for tribal peoples' right to their land. We are here to amplify the tribal voice and make sure it is heard. We create public campaigns to secure tribal lands. We force tribal issues into the world's media. We lobby the UN, fight legal cases, challenge stereotypes in education, and fund medical and self-help projects. We never give up.

Survival's strength comes from its supporters. Without their money, energy and enthusiasm we cannot fight one of the most urgent and horrific humanitarian crises of our time. Whether through donating, campaigning, buying goods from our trading catalogue or organizing a fundraising event, our supporters are vital to our existence.

Survival has a strict funding policy which ensures the integrity and focus of our work. We do not accept funds from anyone likely to compromise our objectives or independence. And to avoid the risk of both manipulation and financial dependence, we do not accept money from any national government. We receive funds from a small number of trusts, but we rely on individual supporters to provide most of our money.

The Office Administrator will be responsible for the smooth running of the office and for providing high quality and efficient administrative and operational support to the Administrative Director and the Head of Supporter Services. This is a busy, multi-faceted and challenging job with a unique organization.

JOB DESCRIPTION

Management of premises

- ensure Survival's head office (EC1M) is in a good state; liaise with the Chief Executive regarding all repairs
- ensure all office equipment (lift, alarm systems etc.) are in good working order and maintenance agreements and insurance cover where required are in place
- liaise with maintenance companies and review or arrange new maintenance agreements annually
- deal with breakdowns and problems promptly
- liaise with suppliers of services including power companies, Thames Water, refuse collectors, builders, blacksmith, electricians, plumbers, cleaners, etc.

Office administration

- maintain relevant databases and office documents
- purchase office machines, products and services when necessary: office machines, furniture, tea, coffee, etc. Obtain quotes and negotiate best deals for the organization
- monitor stock levels and order new stationery
- liaise with the franking machine supplier; order supplies
- keep inventories of office equipment and machines up-to-date
- organize the safe disposal of computers and confidential documents
- complete obligatory government surveys
- file all charity and trading company legal agreements, and all other agreements and contracts for provision of services, and warranties

Health and safety

- ensure the organization is in compliance with the Health and Safety at Work Act 1974 and any new government legislation
- official health and safety officer
- revise Health & Safety and Risk Assessment policy when necessary
- keep the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) book
- ensure the organization has the required number of First aiders with valid certificates; organize training when required

- check and replenish First Aid boxes
- liaise with fire alarm company and check scheduled maintenance visits do take place
- ensure the organization has the required number of fire marshals with valid certificate; organize training when necessary
- ensure health and safety and fire regulations and procedures are complied with
- revise and amend Fire Risk assessment when necessary.

Donor care

- deliver an excellent supporter experience by responding to incoming enquiries (phone, mail, and email) from donors swiftly and efficiently and in line with agreed procedures
- ensure donations are acknowledged appropriately and in a timely fashion
- assist with the drafting of donor communications including thank you letters etc.
- work with the department head to develop new initiatives to increase donor loyalty.

Donation management

- handle all incoming post
- ensure supporter records are correct and up-to-date at all times, maintaining and recording changes and developments as they are received
- process online and offline supporter income in line with internal guidelines and agreed timescales – including donations made by cheque, cash, CAF vouchers, Direct Debits, Standing Order and credit card
- enter donation data accurately onto the supporter database
- allocate donations to correct appeals or activity and ensure Gift Aid information is correct
- print and file new donations and Gift Aid declarations on a daily basis
- notify the Finance Assistant of any recurring mandate changes and cancellations
- manage the import routine for Standing Order donations onto the supporter database
- closely monitor online donations and notify the Finance Administrator of any fraudulent activity
- notify the department head when large donations are received and ensure they are thanked by the Director
- acknowledge the receipt of new legacies and pledges and bring these to the attention of the department head
- troubleshoot, check and verify supporter data
- perform regular data tasks including the running of reports and data cleansing
- ensure all information is managed and stored in line with Data Protection regulations
- notify the department head immediately of any errors, anomalies or other issues so they can be addressed.

Gift Aid Administration

- oversee and manage the end to end process for Gift Aid claims ensuring compliance with HMRC guidelines
- manage, record and file Gift Aid declarations and ensure every opportunity is taken to maximize income from Gift Aid
- respond to queries from donors regarding Gift Aid forms and taxation process

- contact donors and gather necessary information to complete partially and incorrectly completed Gift Aid forms
- investigate discrepancies between gift aid forms and the information available on the supporter database
- prepare quarterly claims for HMRC tax repayment against Gift Aid donations having checked their eligibility for tax reclamation
- maintain up-to-date knowledge on technical aspects of the HMRC Gift Aid Scheme
- work closely with the department head to ensure processes and procedures are rigorous to guarantee Gift Aid compliance.

Other duties

- general office duties including photocopying, scanning, filing etc.
- being part of a small team you'll need to help with many other varied tasks including moving boxes, setting up meeting rooms, working at fundraising events etc. Please note some evening and weekend work may be required.
- other duties which may be delegated by your line manager.

PERSONAL SPECIFICATION

This is a varied and busy position. We would like someone with previous admin experience but this could be your first formal role as an Office Administrator. We need hard-working, intelligent and straightforward people who are efficient, learn fast, get on with the job without being told to, but who know when to seek advice or clearance, people who can fit in easily, but who are happy to work largely on their own, people with their own ideas but who are equally able to focus on and support those of others.

To do this job you must:

- have an extremely high standard of English. You must be able to write well, using an appropriate tone and with correct punctuation and grammar. Candidates may be tested and we would urge those who do not fulfill this criterion not to pursue their application
- be highly numerate
- be a good problem solver and decision maker
- excellent attention to detail and ability to proof-read
- be very well organized, with an ability to plan and prioritize
- be skilled in completing work efficiently, accurately and to deadline
- have proven experience of office routines administration i.e. record keeping, filing etc.
- have proven experience of using databases and spreadsheets
- have knowledge or experience of donor/customer relationship management
- have knowledge or experience of Gift Aid legislation
- have knowledge or experience of Data Protection legislation
- have the ability to maintain confidentiality and discreteness
- have excellent time management skills with ability to deal with conflicting demands and meet tight deadlines in a calm manner

- be able to work as part of a team and also able to exercise initiative
- take pleasure in the routine as well as the more challenging tasks
- be a committed and approachable individual with a personable and professional attitude
- able to cope with pressure and be happy to work out of hours in very busy periods
- have experience of tribal peoples, whilst desirable, is not essential. A deep understanding of, and feel for, the issues is very important, as is an absolute dedication to what Survival stands for.

TERMS AND CONDITIONS

CLOSING DATE FOR APPLICATIONS: 31 March 2015

SALARY: £22,000 - £25,000 (depending on qualifications/experience)

HOURS OF WORK: MONDAY– FRIDAY, FULL TIME (10am – 6pm)

CONTRACT: 12 MONTHS (renewable), with a 6-month probationary period

LOCATION: LONDON HEAD OFFICE

If you believe you can both fulfill and enjoy fulfilling this role to a very high standard, please proceed with the application process outlined above. *We wish you the best of luck!*