

# Survival



## ADMINISTRATOR & SUPPORTER SERVICES ASSISTANT

LOCATION: London, UK

SALARY: £21,000 - £23,000 per annum, dependent on experience

HOURS: This is a full time position (Monday – Friday, 10am – 6pm)

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

CLOSING DATE: The vacancy will remain open until the position has been filled

### OPPORTUNITY & CHALLENGE

Do you have experience providing high quality supporter or customer care? Do you have a love of administration? We're offering a rewarding opportunity for an excellent administrator to play a key role in assisting the Supporter Services Department and the Director's Office.

### PURPOSE AND SCOPE

Supporter care and administration is at the heart of Survival International. Without it, our organization and its mission would not survive. Survival supporters are crucial to our vision. They help us fight for tribal peoples' survival, and we rely on them to fund our urgent work. This is a key operational role within the Supporter Services team and you will be the first point of call for general supporters, donors and potential donors. You will also provide key operational support to the Director's Office, including helping organize events, chaperone visitors, and managing the director's diary.

### KEY RESPONSIBILITIES

The role encompasses a wide variety of tasks, subject to change as the organization evolves and grows. The following list is not exhaustive but please note that this role undertakes a high level of repetitive administrative procedures and thus you are unlikely to be fulfilled if you do not enjoy administration.

#### Supporter care & donation handling

- > Act as point of contact for the public and supporters who make a donation, request information or to enquire about other ways to support tribal peoples.
- > Carry out reception duties including managing incoming and outgoing post and deliveries, answering phone calls, handling the enquiries email account and welcoming visitors.
- > Administer the supporter database ensuring records are accurate, up-to-date and accessible.
- > Receive and process donations in line with internal guidelines and agreed timescales.
- > Process and manage supporter gift aid declarations and gift aid claim submissions.

- > Work closely with staff in Survival's overseas offices by sharing ideas and support with regards to our administrative systems.

#### Director's Office

- > Manage the Director's diary and travel
- > Chaperone visitors to the office
- > Organize our annual international staff gathering and other internal events
- > General support including drafting minutes and triaging

#### Various

- > Provide support to the Fundraising Coordinator for fundraising and outreach activities.
- > Assist the department head with facilities management (e.g. office supplies, health & safety)
- > Assist with trading activities on an ad hoc basis (e.g. serve customers, pack orders)
- > General duties such as photocopying, scanning, filing, moving boxes, setting up meeting rooms, chaperoning visitors etc.

### **PERSON SPECIFICATION**

- > Takes enjoyment in carrying out administrative tasks.
- > Experience of providing excellent administrative support in a customer-focused office.
- > Experience of managing a heavy workload.
- > Excellent organizational skills and the ability to plan and prioritize effectively.
- > Strong administrative skills. Meticulous, efficient, and highly organized
  
- > Must have excellent telephone manner, be patient, enthusiastic and personable
- > Excellent personal skills – trustworthy and a good relationship builder
  
- > Highly numerate, with flawless verbal and written skills (rigorously tested during interview)
- > Computer literate, including CRM management (Salesforce or similar)

### **OTHER REQUIREMENTS**

- > We can only accept applications if you already have the right to live and work in the UK.
- > Commitment to Survival International's vision, mission, and values
- > Ability and readiness to work outside normal hours

### **WHAT WE OFFER**

When you join Survival International, you're getting more than just a career: you're gaining a unique opportunity to join one of the most exciting campaigning organizations around; it is not just a job. You will be working with an international team of passionate people who really care about human rights and want to change the status quo. We strive to be an equal opportunities employer, with a close-knit and friendly internal culture. We offer generous annual leave (25 days' holiday + bonus days over Christmas and New Year).