



KENSINGTON & CHELSEA SOCIAL COUNCIL

Job Description

JOB TITLE:	Office Administrator
REPORTING TO:	Office Manager
HOURS:	35 hours per week
SALARY:	£24,902
Contract:	Permanent.

Main purpose of job

- To provide administrative support to KCSC staff in the organising and administration of KCSC activities.
- To support the production of KCSC's communications,
- To support the administration and maintenance of KCSC's website and database (Civi CRM)

Main Tasks

Organisation of events

- Organise and provide administrative support for KCSC's Voluntary Organisations Forums and networks. To include sending out papers and mailings/notices, preparing meeting rooms/facilitating Zoom/Teams calls, taking minutes and collecting evaluations, liaising with speakers/presenters.
- Support the organising and administration of other events (both real and virtual) - including conferences, seminars, training workshops, the annual Funders Fair and KCSC's Annual General Meeting, working with relevant KCSC staff.
- Work with the Chair and Vice Chair of the Safer Neighbourhood Board to organise Safer Neighbourhood Board and Executive Board meetings. This will include sending out papers and taking minutes.
- Maintain accurate attendance records for all events on the Civi database.
- Maintain records of all events and collate evaluation and feedback; share with relevant colleagues.

Communications

- Assist the Data and Digital Communication Officer (DDCO) in implementing the communications strategy.
- Create newsletter/weekly e-bulletin and social media content as appropriate
- Assist the DDCO in collating communications statistics and monitoring and evaluating the effectiveness of KCSC's communication activities
- Assist in the production, print and publication of KCSC's documents/reports

Website and database

- Support the DDCO in the administration and housekeeping of the CIVI CRM database. Support the DDCO in the maintenance and up-keep of the website.
- Contribute content to the website as required.

Membership

- Respond to membership queries and keep the Civi database up to date. Send out and manage the annual membership renewal process.
- Support the development of administrative/CRM systems to enable effective management of communication with members.

General office administration

- Undertake general administrative tasks such as: answering the telephone, managing the answerphone, opening and distributing the post, greeting visitors, organising refreshments and organising mail-outs.
- Responsible for KCSC 'info@' inbox and responding to general enquiries from service users and the general public, passing onto colleagues or signposting to other organisations as appropriate.
- Undertake general office management tasks, working with the OM, such as: dealing with equipment faults when necessary, monitor and order office stock and general supplies.

General

- Promote the role of KCSC and support its overall aims and activities.
- At all times, work within KCSC's policies and procedures.
- Receive regular supervision from the line manager for the role and attend training courses as required.
- Work outside of normal office hours on occasional evening or weekends as required.
- Undertake any other duties as requested by the line manager that are commensurate to the post.

See next page for Person Specification

Person specification

Qualifications / Training	Essential	Desirable	Verified By
Degree or above		✓	Application Form/ Certificates
5 GCSEs Grade C or above including English and Mathematics, or equivalent qualifications	✓		Application Form/ Certificates
Other relevant qualification, e g NVQ/BTEC		✓	Application Form/ Certificates
Skills and experience			
Experience of working in the voluntary and community sector.		✓	Application Form/ Interview
Experience of office administration.	✓		Application Form/ Interview
Experience of producing effective digital communications for a range of audiences, including producing and editing website content.	✓		Application Form/ Interview
Experience of using CRM systems.	✓		Application Form/ Interview
Experience of organising meetings and/or events and minute-taking.	✓		Application Form/ Interview
Competencies			
Excellent written communication skills including the ability to produce effective copy for a range of communications and audiences.	✓		
Effective verbal communication skills, with a diverse range of people including the general public.	✓		Application Form/ Interview
Ability to prioritise competing workloads and plan accordingly.	✓		Application Form/ Interview
Ability to work effectively as a member of a small team and alone, taking responsibility for a specific area of work; ability to work on your own initiative.	✓		Application Form/ Interview
Understanding of issues around equality and diversity and the ability to work accordingly at all times.	✓		Application Form/ Interview
Excellent IT skills including the advanced use of Microsoft Office or equivalent; ability to type quickly and accurately.	✓		Application Form/ Interview
Other requirements			
Able and willing to work outside normal hours on occasion	✓		Application Form/ Interview
Able and willing to travel within the district on occasion	✓		Application Form/ Interview