



Client Support Administrator

Responsible to:	Office Manager
Hours:	35 hours per week (5 days)
Salary:	£23,000 per annum
Holidays:	28 days including bank holidays plus 4.5 days leave over Christmas
Location:	Main office in Victoria but required to attend office in Queen's Park weekly and as necessary
Contract:	3 months

Zacchaeus 2000 Trust (also known as Z2K) believes that all Londoners contribute to the Capital's wealth, richness and diversity, and that no one's income should fall below the line that defines poverty. As such we work to tackle the root causes of poverty and address its impact on individuals, families and the wider community.

The main focus of our work is a fair and well-functioning social security system that helps people to move on. We work to achieve this by combining case work and direct client support with policy and campaigning.

We are a small and busy team, and we provide sign posting, advice and detailed casework to up to 3,000 clients every year. Our casework and policy team work directly with MPs and local councillors, and produces reports and written submissions to directly influence the work of parliament.

We are currently looking for a full-time Client Support Administrator for 3 months from mid- August to take over a range of administrative duties whilst we are going through a period of transition in developing and agreeing our three year strategy. The post has become available because our existing Administrator is leaving to begin a post graduate qualification in Corporate Governance. As we are in the process of reviewing our administrative needs in line with our new strategic plans, we are currently advertising this post as a temporary position, subject to review.

We are a friendly and supportive team who work collegiately across all our projects and organisation duties.

About You

We are looking for a well organised individual with a good attention to detail and the ability to juggle a number of administrative tasks at the same time. You will enjoy working in a varied environment and engaging with a range of different projects. You will have a commitment to working with people who are in receipt of benefits or trying to access to benefits and are facing financial hardship because of low income and high rents. You will also share our commitment to challenges systems and processes that put unnecessary pressure on our clients.

Overall Responsibility

To provide administrative support to ensure the smooth running of our projects' work and our office functions. The role is client facing, in that you will be responsible for handling enquiries from people who want to access or are already accessing our services, and for uploading their details onto to our casework database system, Salesforce. All staff members are responsible for their own administrative duties; however, you will be providing additional support and take responsibility for a range of different tasks depending on the need.

Main tasks

Client Support:

- Managing new client enquiries and provide basic signposting where appropriate
- Oversee phone lines for casework queries, new enquires and voicemail messages.
- Arrange client meetings when necessary
- Updating our database system with client and case information.
- Keeping an up to date supply of foodbank vouchers from various organisations and manage the relationship with the foodbank voucher providers

Project Support

- Administrative preparation of client bundles and secure pro bono assistance for our busy tribunal representation project
- Manage the incoming post for the casework team
- Manage filing and database support as required
- Processing petty cash account
- Book training and help organise events
- Provide additional support with scanning and photocopying.

Office Administration

HR and Governance

- Record all staff annual leave and sickness
- Book staff training and keep a record of training attended.
- With the Office Manager, book trustee meetings and arrange rooms
- Respond to trustee queries and new trustee inductions
- Take minutes of meetings as required
- Creating a rota identifying location of staff at both offices on a weekly basis
- Main liaison person for the technical support company

Finance and Book keeping

- Preparation of invoices and purchase orders
- Provide additional administrative support to the Office Manager and Chief Executive in fundraising, and finance, and other areas as required

All other administrative duties that may be required to ensure the day to day smooth running of the organisation. You will also be expected to attend regular staff meetings and training.

Person specification

- Good attention to details
- A commitment to supporting colleagues and working as a team.
- Good written and verbal communication skills.
- A commitment to working in and contributing to the ethos of an anti-poverty charity.
- Strong organisational skills.
- Comfortable working with office equipment, mobile devices and computers.
- Good knowledge of Microsoft Word and Microsoft Excel and ability to learn to use new software with training.
- Previous administrative experience in the charity or public sector is desirable.

To Apply

Please submit your CV and a one page cover letter explaining how you meet the person specification and would be able to carry out the job effectively, based on the job description. Send to: admin@z2k.org

Closing Date: end of day 14 August 2017