



Job Description and Person specification

The role: Office Administrator

Responsible to: Office Manager

Hours: 35 hours per week (5 days), 9:30 a.m. to 5:30 p.m.

Salary: £21,000 to £23,000 per annum depending on experience.

Holidays: 28 days plus bank holidays

Location: Victoria, London

Contract: Permanent

Zacchaeus 2000 Trust (also known as Z2K) is an anti-poverty charity with a focus on campaigning and casework services to support people claiming benefits and/or at risk of homelessness.

Our work is driven by a belief 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.

We are a small and busy team, and we provide sign posting, advice and detailed casework to up to 2,000 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 Administrator to provide administration and reception support to the team to ensure the smooth running of the organisation and to ensure we provide efficient and welcoming services.

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 variety of administrative tasks at the same time. You will enjoy supporting your colleagues and ensuring that the office environment is welcoming. You will also enjoy working in a varied environment and engaging with a range of different projects. Your 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 is key. You will also share our commitment to challenging systems and processes that put unnecessary pressure on our clients.

Overall Responsibility

You will be the first point of contact for service users and other stakeholders contacting the organisation and in addition provide administrative and reception support for the overall office and project teams. This means taking responsibility for the efficient running of all administrative procedures of the organisation including ensuring the office is a positive environment for work.

Main tasks

Office Administration

- Manage and maintain the office premises with a focus on health and safety, security, cleaning and repairs.
- Manage the office space and working environment including developing and managing a plan to help improve office space and working environment.
- Main liaison person for third party suppliers and providers such as the cleaning company, landlord and technical support company etc
- Assist the Office Manager with the procurement of office supplies, stationeries and office equipment
- Manage incoming and outgoing post, including scanning and keeping a log.
- Record all staff annual leave and sickness
- Book staff training and keep a record of training attended.
- Organising and scheduling meetings and events – including trustee meetings
- Take minutes of meetings as required
- Manage the staff and volunteers rota
- Preparation of invoices and purchase orders
- Processing petty cash account
- Oversee admin volunteers
- Provide additional administrative support to the Office Manager and Chief Executive in fundraising, HR, and finance, and other areas as required

Project Support

- Managing new client enquiries and provide basic signposting where appropriate
- Oversee phones lines for casework queries, new enquires and voicemail messages.
- Arrange client meetings when necessary
- Keeping an up to date supply of foodbank vouchers from various organisations and manage the relationship with the foodbank voucher providers
- Provide filing and database support as required
- Provide support with scanning and photocopying.
- Manage the resource library

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

- A commitment to supporting colleagues and working as a team.

- Good attention to details
- Strong organisational skills.
- Comfortable working with office equipment, mobile devices and computers.
- Good knowledge of Microsoft Office suite e.g. Outlook, Word and Excel, and ability to learn to use new software with training.
- Good written and verbal communication skills.
- A commitment to working in and contributing to the ethos of an anti-poverty charity.
- Previous experience using a database or computerised relationship management system is desirable
- 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. Please also complete the equal opportunities monitoring form which does not form part of your application. Please send these documents to: recruitment@z2k.org

Closing Date: 24th January 2018 at 5.00pm. Applications received after the closing date and time will not be considered.

Interviews: 30th January 2018