

Job Description

Position: Administrator/Membership Officer

Reports To: Communications Team Manager (supported by Operations Manager)

Salary: £23,500

Hours: 37.5 hours. Monday to Friday 9am-5pm

Children's Scrapstore are looking for an enthusiastic, flexible, reliable & experienced administrator to join our forward thinking and friendly team.

We are a small local charity based in St Werburgh's supporting ReUse, Art and Play.

ADMINISTRATION

This is a busy and varied role that requires effective communication with a wide variety of people on the phone, via email and in person. You will provide administrative support for Children's Scrapstore working in a busy office which will include membership admin, managing the room booking, preparing the room hire space, supporting with network administration and other organisational online systems.

You will also support the Operations Coordinator and Compliance & Logistics Manager with a wide range of administrative tasks such as answering enquiries, dealing with contractors, placing orders, managing uniform requests, drawing up zero-hour contracts, taking minutes, assisting with recruitment and recording data for funding reports.

MEMBERSHIP

You will be responsible for maintaining accurate processing and administration of Children's Scrapstore membership, keeping membership records up to date and supporting members and shop staff with any queries relating to membership.

The successful candidate will be highly organised and work well as part of a team.

All employees are expected to promote and develop play and creative reuse of waste materials in accordance with the aims and policies of Children's Scrapstore.

Key Duties:

Membership

- Process new memberships including Supporter Plus cards and membership renewals coming in from the shop, email and the website ensuring that membership records are kept up to date both in our Epos system and Mailchimp.
- Ensure there is a good supply of membership and supporter plus forms, membership information leaflets and cards available for use.

- Deal with phone and email membership enquiries and support shop staff with in-person queries.
- Send out monthly renewal emails using Mailchimp.
- Produce monthly statistics and a report on membership for the trustees.
- Create opportunities for membership feedback through structured methods.
- Work with membership data for fundraising, organisational or marketing purposes.
- Produce invoices for membership, shop purchases on Xero.

Administration

- Maintain our online booking systems, research, implement and maintain new systems as required in conjunction with the Communications Manager.
- Support with the administration and communication for network meetings, including taking minutes when needed.
- Compile up-to-date information for community publications, bulletins and newsletters, in print and online.
- Collating and organising data within the organisation and for the networks we support.
- Manage the administration associated with room hire including calendars, organising set up / pack down the room and organising resources.
- Produce invoices for room bookings and general invoices on Xero.
- Maintain/improve systems including archiving to ensure the efficient management of information held in both computer and filing systems.
- Answer the phone in the main office and respond to incoming enquires in a timely and appropriate manner.
- Draw up zero-hour contracts for sessional and temporary staff.
- Assist with recruitment administration.
- Ordering office supplies and uniform for the organisation and maintaining/improving the admin systems associated.

- Taking Minutes at Staff meetings and sending them out in a timely fashion.
- Use a variety of software packages including Excel, Access, Word, and Outlook to produce documents, spreadsheets and databases.
- Other ad-hoc duties as requested by the management team.
- To undertake training and act as First Aider and Fire Warden.
- Ensure premises are left safe and secure before leaving.

General

- To attend regular supervision, a 6-month probation review and to contribute to team meetings, training and reviews when required.
- To be flexible and adaptable to the needs of the organisation, project and customers.
- To maintain systems to ensure the efficient management of information held both electronically and in manual filing systems.
- To ensure that Children's Scrapstore standards are met and that all policies and procedures are carried out at all times.
- This position may require you to work evenings, and other hours outside normal office hours as agreed.
- To undertake one off or additional tasks, attend events and help out with other customer facing areas as may from time to time be required for the effective running and promotion of the charity.
- To take part in general housekeeping duties, answering telephones, covering sickness, holidays and other common tasks.
- To use IT efficiently, including emails and online calendars.
- To always wear appropriate clothing and Children's Scrapstore uniform.
- To ensure health and safety standards are met and maintained.
- To contribute to the promotion of the organisation via web-based media and word of mouth.
- Other ad-hoc duties as requested by the CEOs.
- To ensure premises are left safe and secure before leaving.
- The successful applicants are appointed subject to satisfactory DBS checks and references.

Closing Date – 12 noon on Tuesday 3rd December 2024

Interview date – Tuesday 10th December 2024