

Administrative Assistant Application Pack



Do you want to be part of a movement building a resilient future inspired by nature? Do you have excellent communication skills and attention to detail? Do you love to find solutions when people need help with systems and processes? Are you highly organised with strong database and spreadsheet skills? Are you looking for flexible working in a friendly team? If so, we would love to hear from you and encourage you to apply for this role at the Permaculture Association.

Thank you for your interest in this post. All the information you need to apply is in this pack. If you would like to discuss any aspect of the role before you apply, please feel free to contact Rachel Crosby, Operations Lead for an informal discussion (rachel@permaculture.org.uk).

Key Information

- Salary:** £23,377 (depending on experience) pro-rata; equivalent to £9,477 per annum (to be reviewed after probationary period)
- Hours:** 15 hrs per week which can be worked flexibly
- Contract:** Open-ended
- Holiday:** 32 days including Bank Holidays pro rata.
- Responsible to:** Operations Lead
- Location:** Leeds office (with some home working possible)
- Well-being and flexible working:** 15 minutes/day of work time for meditation/being in nature; generous leave policy; supportive team culture; flexible working to support family, friends and community life; Association sick pay scheme in addition to statutory requirements.
- Job sharing:** This post is not suitable for job sharing.

About the Role

This administrative role requires someone who is highly organised, proficient in learning to use many different technology platforms and able to set up systems and processes to simplify our work. The role involves outward facing work to provide excellent customer service to our members and responding to their queries when they have issues with their payments. But it is also internally facing, supporting other team members with administrative tasks, monitoring data and helping make our processes run smoothly. The other element of the role is to maintain a well-functioning Leeds office and manage post and mail outs.

How to Apply

As an inclusive employer and membership organisation, we want our staff team to better reflect the communities in which we live and work. We are committed to making sure our organisation is inclusive, diverse and anti-racist, and one that recognises and truly values individual differences and identities. So, if you are interested in the role, but are worried that you do not meet all the requirements in the person specification, we would still like to hear from you. People from communities that experience discrimination on the basis of race, ethnicity or immigration status; sexuality or gender; age; socio-economic status; or disability are actively and especially encouraged to apply.

To apply for this role please complete:

- The application form and save it as a .doc, .docx, .odt,

- The equal opportunities monitoring form

Please return both documents to: recruitment@permaculture.org.uk.

The deadline for applications is 23:59 pm, on 29th September 2024. However, we may shortlist and hold interviews on a rolling basis and/or close the process earlier if there is a high volume of applications. We will acknowledge receipt of applications and shortlisted candidates will be contacted by email. Interviews will be held in our Leeds office.

Please note you must be eligible to work in the UK to apply for this role (see [Right to work in the UK](#)).

If you wish to have an informal discussion about the post, please contact Rachel Crosby (Operations Lead) on rachel@permaculture.org.uk.

Background information

About the Permaculture Association

The Permaculture Association was first established in 1983. It is the national charity that supports people to learn about and use permaculture. The Permaculture Association has nearly 2,000 members, with many hundreds of local projects and initiatives across England, Scotland and Wales and some international members. The Permaculture Association has supported and promoted many different sustainability innovations, many of which have now been widely adopted. We have been an active member of the global community since we first started, supporting a wide range of projects and events.

The services that we provide include:

- **Learning services:** delivering and hosting courses in-person, online and blended; the Diploma In Applied Permaculture Design; comprehensive course listings and advice for prospective students.
- **Educator & education support:** managing a registered list of community educators; hosting regular educator meetings and events; supporting the member-led Education and Diploma Working Groups that oversee and direct these areas of strategic work; supporting and strengthening our educator community of practice.
- **Projects and LAND (Learning And Network Demonstration) Network:** providing a good practice accreditation system; general support and good practice advice to community based projects that offer a diverse range of local learning, volunteering and engagement activities.

- **Membership scheme:** regular news, events, networking support, community hub, learning and career development pathways, including bespoke support for educators and project members.
- **Climate Action:** running the 52 Climate Actions website and the Community Climate Coaches programme
- **Comprehensive website and digital ecosystem:** providing a host of practically oriented information and inspiration on our website; using the Mighty Networks platform to host our own and educator members' online and blended learning courses, and for building community engagement and networking on key thematic areas.
- **Events:** national gatherings; supporting local and regional events; holding regular online events such as monthly open calls for our educator members and projects network, and our working groups.

Job description

Job Purpose:

- To provide operational support to the staff team, particularly regarding finance, membership and education.
- To ensure smooth running of the Leeds office

Duties: The following list is indicative and may not be fully comprehensive. Duties may be changed as the post progresses, and any changes will be discussed with the post-holder.

Operational support

- **Administrative support for membership**
 - Monitoring and resolving queries from members via email and phone
 - Monthly updating of standing order membership payments
 - Processing manual direct debits
 - Processing membership payments, donations and refunds
 - Investigating and resolving member payment issues by accessing payment processors
 - Monitoring and updating email templates in the membership database - CiviCRM
 - Invoice customers and update various accounts Quickbooks
 - Updating contribution pages on CiviCRM
 - Identify and flag issues in CiviCRM to the web development team
 - Tracking key membership statistics, reviewing member feedback, and contributing to quarterly reports
 - Monitoring membership bursaries
 - Monitoring member statistics on our online platform called Community Hub

- **Administrative support for education and the diploma**
 - Print and send out course certificates
 - Review and summarise course feedback forms for Education Lead
 - Monitoring course bursaries
 - Support online learning and diploma registrations
- **Administrative support for finance**
 - Support the Finance Lead with data entry and updating records, including: processing monthly data from payment processors and standing orders and allocating them to the correct class
- **Administrative support for CEO**
 - Assist in getting information prepared for annual reviews, documents for Board meetings, reports for funders and other materials as appropriate
 - Assist with bookings for travel, logistics and accommodation
 - Assistance with enquiries and other tasks
- **Administrative support for events**
 - Accommodation planning, booking meeting room and setting up and ensuring there is a plan for meals for quarterly team planning meetings when held in Leeds
 - Supporting staff to prepare for events, including assembling and tidying away events kits - extra hours available when necessary

Office management

- Maintain a well-functioning Leeds office (computers, broadband, etc).
- Opening, processing and filing post;
- Filing paperwork;
- Organising office supplies and maintaining stock lists.
- Processing orders, sending out post
- Maintaining oversight of the VOIP phone system, including troubleshooting issues, ensuring answer rotas are covered, and liaising with the provider.
- Liaising with the landlord (TCV) as needed
- Seeking to continuously improve office systems and processes
- Carry out keyholder, alarm and security responsibilities for the office and be responsible for the security of assets, particularly at events.

Other duties

- Attend office meetings, quarterly planning meetings, and other meetings as required.
- Prepare for and attend management and supervision sessions with line manager;
- Undertake other duties as agreed with the line manager.

General duties which apply to all staff:

- All staff are expected to work within and to promote the aims and objectives of the Association and present a positive image of the Association to members and the public.
- All staff are expected to work within the Equal Opportunities framework and Justice, Equity, Diversity, Accessibility and Inclusion (JEDAI) guidelines, and to promote good practice through their work.
- Team working and a flexible approach are essential.
- The job may involve some travel and unsocial hours. Overnight stays may be required for events.
- Training may be provided to enable the post-holder to better deliver the key tasks and to aid personal development.
- All staff are expected to take responsibility for their own safety, and to ensure that colleagues and visitors are not exposed to danger.
- All staff are expected to abide by the Association's policies and ethos at all times

Person Specification

1. Qualifications and Experience

		Essential	Desirable
1	Experience in a similar administrative role	✓	
2	Experience handling enquiries from the general public	✓	
3	Experience of using CRM databases (CiviCRM an advantage)	✓	
4	GSCEs in English and Maths	✓	
5	Experience working for a charitable organisation		✓
6	Introduction to permaculture course or permaculture design course		✓

2. Knowledge and Skills

		Essential	Desirable
1	A high level of confidence in using, learning and troubleshooting different IT and technology platforms	✓	

2	Excellent verbal and written communication skills, and comfortable communicating with colleagues, members and the general public	✓	
3	Highly proficient in using Google Drive, Calendar, Docs and Sheets	✓	
4	Excellent organisational skills, and the ability to multitask, and prioritise effectively in an environment with demands from multiple stakeholders	✓	
5	Confident in working with multiple payment processors (eg. GoCardless, Stripe, Paypal etc)		✓
6	Understanding of basic bookkeeping and using accounting software.		✓

3. Personal attributes

		Essential	Desirable
1	Self-motivated and able to take initiative -	✓	
2	Adaptable and resilient - shows flexibility in handling changing circumstances in a positive manner	✓	
3	Commitment to sustainable and regenerative practice	✓	
4	Professional, friendly manner	✓	