

Admin & Events Assistant Job Description and Person Specification

Background Information

PSHE education is a school curriculum subject which aims to prepare pupils for life and work. PSHE lessons cover some of the most pressing issues facing young people today including sex and relationships, mental health, staying safe from online dangers, challenging extremism and radicalisation and preparing for a volatile jobs market. As the leading national organisation for the subject, no two days are ever the same and something interesting is always happening.

We exist to serve our members and are seeking to improve the support we give them, so we are delighted to be recruiting for a proactive, self-motivated administrative assistant to join our London office. We are looking for someone with the drive, initiative and organisational skills to thrive in a busy but friendly charity where we all work hard to ensure that every school pupil gets an education which prepares them for life and work in modern Britain.

Terms of Reference

The post is offered on a full time (35 hours per week) basis, on an initial six-month contract with the possibility of extension. We are also willing to consider a term time only role. The starting salary will be £18,564 for a full time role, pro-rata for part time. Applicants should have some experience of working in an office environment, and ideally some experience of organising events or conferences as well as being sympathetic to the Association's aims.

Role description

As set out above, the applicant will be expected to take on a variety of responsibilities associated with the organisation and administration of the office, promoting and helping to organise our series of conference and training events, processing memberships and payments, and maintaining and updating our database of contacts as well as supporting the team as required. This could include:

Training and conferences:

- working with the team to ensure sufficient delegate recruitment
- identifying potential venues and liaising with colleagues, speakers, venue, caterers and other participants/suppliers to ensure successful events
- dealing with delegate registration and liaison via email and phone prior to the event and after as required, including input of relevant data into our database
- meeting and greeting delegates at conferences and training events
- supporting the marketing and communications team to promote conferences and events as required.
- preparation of course/conference materials including creating, photocopying and collating delegate packs and name badges
- helping to arrange, set up and clear refreshments and lunches for CPD training events held at our London office
- collating and inputting delegate evaluation feedback post event and entering onto our database as required
- occasional travel to attend courses and events at external venues to assist with registration of delegates and general administration at the event

Membership, database and general office tasks

- Processing cheque payments for memberships and events and completing the paperwork to pay cheques into the bank
- Reconcile BACS payments with outstanding invoices and follow up unpaid invoices if appropriate
- Answering the phone and fielding emails - taking messages, logging queries on the database and passing to relevant colleagues are required
- Updating database contact records and various ad-hoc database-related tasks
- Supporting processing of membership applications and dealing with any issues as they arise
- Supporting other team members and subject specialists with administrative tasks as required

As we are a small team, the role will include plenty of opportunities to develop a wide range of skills across all aspects of our work, and to provide essential support to our busy office team. We are looking for someone who is proactive, willing to pitch in with a range of basic administrative tasks and work hard, particularly in the days running up to big events or conferences.

Person Specification

Essential skills and experience

- Willingness to be first point of contact and proactively liaise with members, colleagues, partners, suppliers and other contacts by phone and email. Professional, friendly manner when doing so
- Excellent oral and written communication skills including the ability to write professional, accurate emails, letters and other communications
- Excellent computer literacy skills, including use of internet and office based platforms and applications (including MS Word, Excel and Outlook, as well as experience of using databases)
- Some experience of event organisation and/or management (we will be looking in particular for exceptional organisation skills and friendly, outgoing personable manner)
- Good analytical and numeracy skills, including the ability to process information
- Ability to use own initiative and work proactively and independently as well as part of a team
- Conscientious and diligent
- Sympathetic to the aims of PSHE education and the Association, with an ability to engage sensitively with the issues we cover

Essential Personal Qualities

- Professional, friendly and enthusiastic manner
- Ability to multitask and to work in a team
- Systematic and thorough, conscientious and responsible
- Enthusiastic learner able to use own initiative

To Apply

To apply, please provide a CV listing your academic and employment history and a covering letter setting out why you are applying for this role and how your skills and experiences demonstrate the personal attributes set out in the person specification above. Please send your CV and covering letter, to Sue Warren, c/o enquiries@pshe-association.org.uk by 9 am on Wednesday 28 November 2018.

First interviews will take place on Thursday 6 December at our office in central London. It is also possible that there will be a second interview on Monday 10 December. We hope that the successful applicant will be able to join us in January 2019 after the Christmas break.