

Literature Works

Part time Administrator recruitment pack

February 2019

Literature Works is a charity dedicated to nurturing talent and widening participation in creative writing and reading throughout the South West of England. We are looking for a dynamic part time administrator (15 hours per week) to join our small team in our Plymouth Office. Annual salary: £7,410. Annual leave entitlement: pro rata of 25 days, plus a pro rata entitlement to statutory holidays.

Closing date for applications: Monday 11th March 2019 at 5pm
Interviews in Plymouth on Wednesday 20th March 2019

How to apply

If you are an administrator / office manager with an interest in literature and the arts you can apply by sending us the following:

- A covering letter of no more than two sides A4, addressing the person specification and job description to tell us why you are suitable for the post.
- A copy of your CV, explaining any gaps in employment history and giving contact details for two professional referees that we may contact prior to making a job offer.

Applications should be emailed to info@literatureworks.org.uk

Please take time to read the person specification and job description below –

Job description

Overview

This is a part time role, providing administrative support for a small team. The Administrator is responsible for the smooth running of the Literature Works office, ensuring that filing, systems, communications and financial administration are efficiently run and serving the needs of the charity. The role supports colleagues and volunteers to ensure excellent **communication, coordination and record keeping** throughout the organisation and partner networks.

Reports to

The Administrator reports to and has regular supervision with the CEO of Literature Works. In the absence of the CEO, supervision and guidance is provided by the Literature Development Officer.

Place of work and working pattern

This part-time role, 15 hours per week, is based at the Literature Works office at Plymouth University. The weekly working pattern for this role can be negotiated to suit the right candidate, although regular set hours will be required.

Key responsibilities

General administration

- Responding to incoming phone calls and emails promptly and efficiently, forwarding or dealing with enquiries as appropriate.
- Supporting the CEO with filing and other general administration duties such as meeting support, scanning, photocopying and preparing papers.
- Main responsibility for Literature Works' hard copy and online (OneDrive) filing systems: ensuring a logical, easy-to-access structure and that material is correctly filed.
- Ensuring swift despatch of outgoing post, including occasional large-scale mailings. Distributing incoming post. Opening and responding to general post.
- Diary management: ensuring that shared and project calendars are up to date with all project milestones and dates.
- Organising and convening quarterly Trustee meetings and other meetings as required: diary coordination, reminders and apologies, room booking, refreshments etc.
- Ongoing administration of Literature Works' office premises contract with Plymouth University, e.g. phones and computer accounts, room bookings, post, etc.
- Administration of applications for Literature Works opportunities, such as writers' residencies, writer development opportunities, bursary places etc.
- Raising contracts for freelance writers as advised by project manager.
- Overall responsibility for booking travel and accommodation for writers and staff when required.
- Administration of Literature Works writing competitions.
- Devising staff annual leave records each year.

Financial administration

Working closely with the external bookkeeping and accounting service to support financial administration: processing invoices and coding to the correct budget, scanning and uploading to the Docsafe system, subsequent filing, administration of expenses claims, raising invoices in Xero, downloading bank reports, maintaining filing of bank, Companies House, and other financial papers. Insurance: liaising with insurers and arranging alterations to policies as advised by CEO.

Website and digital

Supporting the Literature Development Officer with the day-to-day administration of website - publishing events and opportunities, overview of Fasthosts domain registrations, administration of Literature Works' Office 365 accounts and other software from CT exchange.

With support and supervision from the Literature Development Officer, maintaining Literature Works' online platforms such as Just Giving and SurveyMonkey, including some copy writing and image manipulation. Administration of booking for events and courses, including maintaining Eventbrite pages.

Database

With support and supervision from the Literature Development Officer, data inputting and maintaining Literature Works databases such as Airtable and Survey Monkey in accordance with GDPR regulations

Marketing, PR and social media

Distributing press releases and maintaining press lists.

Writers' Community:

Day-to-day administration of the Writers' Academy and Register: checking, processing and filing applications for review. Posting online when approved.

Annual Fund

Administration of all aspects of Literature Works' Annual Fund including applications, email notifications, and payments.

General

Acting at all times in accordance with Literature Works policies and procedures, taking reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work. Undertaking any other duties assigned by the CEO which might reasonably be deemed to be within the status of the job and appropriate to the post.

Person specification

The essential and desirable attributes/experience for the position are as follows:

Attributes	Essential / Desirable
Excellent written and verbal communication skills	Essential
A pleasant, personable manner and excellent interpersonal skills	Essential
A flexible, mature approach to work; able to observe confidentiality at all times	Essential
Excellent attention to detail	Essential
Numerate, with previous experience of financial administration	Essential
Organised and systematic	Essential
Familiar with the Office 365 suite of software programmes	Essential
Interested in literature, books, reading and creative writing	Desirable
Prior experience of working within a small, busy team	Desirable
Ability to work with formulas and the formatting of Excel spreadsheets	Desirable
Previous experience as a PA or Office Manager	Desirable
Prior experience of digital image manipulation and basic website maintenance	Desirable