



Job description

Job Title:	Communication and Administrative Officer
Location:	AVA (Against Violence & Abuse) The Foundry, 17 Oval Way, London SE11 5RR
Salary:	£22,762 per rata (NJC scale 20 + London Weighting)
Probationary Period:	Six months
Notice:	Eight weeks (after completion of probation)
Leave:	26 days per annum pro rata
Reporting to:	Resources Director
Hours of Work:	21.6 hours per week
Pension:	4% employers match contribution

Appointment will be subject to satisfactory Disclosure and Barring Service (DBS) check and references.

Role overview

The post holder main responsibility will be support the Resources Director in ensuring the effect operation of the organisation and managing AVA external communications. In particular the post holder will produce bi-monthly newsletter and produce online communication content.

Communication

1. Produce high quality bi-monthly newsletter on Mailchimp with support from wider team.
2. Manage AVA's Website including sourcing sector news content and liaising with the team in producing new and engaging content.
3. Maintaining AVA's Social media presence on Twitter and LinkedIn and contribute to the development of multi-media content.
4. Respond to telephone and email enquiries, including central email address.
5. Support Resource Director in evaluating AVA's communication, including website traffic and social media reach.
6. Support the wider team to develop and implement strategic communication plan

Administration

1. Support the Resource Director in maintaining and developing effective administrative and office systems, ensure effective and appropriate use of space and resources.
2. Provide administrative support to ensure the smooth running of the organisation.
3. Order stationary and other office equipment as required
4. Assist the resource director in maintaining financial system, including processing invoices and bills.
5. Take minutes and notes for the board of trustee and team meetings

General duties

- Be a member of AVA's operations team and take on additional tasks from Resource director and Chief Executive
- To contribute to the promotion AVA and its work.
- To participate and contribute to team meetings and organisational development.
- To engage in learning and take responsibility for your own personal development.
- Comply with AVA's policies and procedures and legal requirements, such as provisions set out in the GDPR, Health and Safety at Work Act 1974 and Equality Act 2010.

Person Specification

Essential skills/ knowledge

1. Proven excellent organisational and administrative skills.
2. Ability to work effectively within a team to support others.
3. Excellent communication skills, both written and oral and ability to liaise with people at all levels.
4. The ability to use own initiative and troubleshoot.
5. Excellent time management skills – ability to plan, multitask and prioritise work to ensure that all activities are completed within deadlines.
6. Attention to detail and excellent proofreading skills.
7. Good IT skills, with the ability to quickly learn how to use new software packages, including experience of website and spreadsheet management.
8. Ability to use Social media as communication tool
9. Good written skills include ability to produce copy for different platforms and audiences.
10. A non-judgemental approach to survivors of violence and abuse and an ability to integrate equalities in all aspects of the work.

Desirable Skills/ Knowledge

1. Experience of providing support to senior managers and directors, including IT.
2. Experience of using Google suite, including google doc and sheets.
3. Experience of using publishing software to develop online content
4. Experience of using Wordpress.
5. Experience of basic bookkeeping and using accounting software
6. Experience of working in the voluntary sector.
7. Knowledge of the Violence Against Women and Girls sector, or other key agencies like health, criminal justice or social services.
8. Experience of partnership working and developing effective working relationships with a range of stakeholders.

Additional specification

1. This post will be office based at the Foundry Vauxhall. The office days are flexible and can be negotiated once appointed.
2. Post holder will be required to work evenings for the Board meeting 4 times a year.