

## Office Administrator (Operations & IT) The Saturday Club Trust

**Contract:** Permanent

**Hours:** Full time

**Location:** Offices based at Somerset House, Strand, London WC2R 1LA, with some hybrid working

**Salary:** £25,000–£30,000 per annum, dependant on experience

### About National Saturday Club

The National Saturday Club gives 13–16-year-olds across the country the opportunity to study subjects they love at their local university, college or cultural institution, for free. With over 90 Clubs nationally, the programme is currently offered across seven dynamic subjects: Art&Design, Craft&Making, Fashion&Business, Film&Media, Science&Engineering, Society&Change and Writing&Talking.

The programme offers young people a transformational opportunity to build versatile and creative skills, develop confidence and discover pathways to further study and future careers. With a particular focus on engaging young people from disadvantaged backgrounds and underrepresented communities who may not otherwise have the opportunity to engage in extracurricular activity, the National Saturday Club's established model has proven impact.

The National Saturday Club was initiated in 2009 by The Sorrell Foundation, an educational charity co-founded by Sir John Sorrell CBE and Lady Sorrell OBE. The Saturday Club Trust is an independent charity set up in 2016 to manage and develop the National Saturday Club. The charity receives public funding from the Department for Education and the National Lottery through Arts Council England. It is also supported by the British Film Institute, British Fashion Council, Chatham House, QEST, and industry partners.

**[saturday-club.org](http://saturday-club.org)**

### Main Purpose of the Role

We are looking for a focused and highly IT literate individual with exceptional attention to detail to join our expanding and dedicated team as an Office Administrator. You will be well-organised, pro-active and a problem solver. A significant part of your role will be to support the development and ongoing maintenance of the new CRM system and tutors' portal, whilst keeping the office organised and assisting with general administrative duties.

Reporting to the Operations Manager you will be the first point of contact for the National Saturday Club, answering the phone and responding to enquiries by email; assisting meeting arrangements; booking travel and supporting

mailouts. The day-to-day maintenance of the CRM will include trouble shooting and supporting the team and tutor's network with using the system. Meticulous attention to detail in filing and record keeping is essential.

Self-motivated and efficient, you will have outstanding organisational and time management skills. You will have a positive and flexible attitude, with a willingness to take on new tasks and support colleagues where required. A high standard of interpersonal skills is essential, with experience of communicating with people at all levels.

You will have at least two year's experience (or equivalent) in an administrative role. A strong technical ability in IT is absolutely essential with experience working with a CRM system being desirable. Training opportunities and guidance will be available to support your growth in this role. This is a fantastic for someone looking to build upon their skills and experience in IT and administration and be part of an inspirational national charity supporting young people's educational development.

## **Role Responsibilities**

### **CRM Administration**

- Basic updates to the Salesforce system
- Supporting the team with basic training and developing user guidelines
- Liaising with our CRM service provider to troubleshoot
- Managing the Tutors Portal including responding to system issues, enquiries from partners and administration of community licenses
- Update and maintenance of CRM records
- Creating reports and contact lists

(Training and support with using Salesforce will be available with our CRM supplier to ensure you are equipped with the relevant skills and knowledge to perform these duties)

### **Office Administration**

- First point of contact for the charity, answering the phone and responding to email enquiries
- Assist meeting arrangements: booking rooms, preparing refreshments, name badges, hand-outs, and minute taking
- Book travel and accommodation and circulate event details to the team
- General office maintenance, including ordering stationery and re-stocking refreshments
- electronic Maintenance and filing of physical documents and store room contents
- Drop offs/ collections at the post room or Post Office
- Updating mailing lists and assistance with mail outs
- Carry out desk research, e.g. potential project viability or suitable grant opportunities
- Attend Masterclasses to help support the sessions and provide written reports

- Act as a representative of the organisation and support the promotion at activities and events
- Other duties that may be reasonably required

### **Skills and Experience Required**

- At least two years of experience in an administrative support role
- Highly IT proficient
- Confident using a range of IT programmes including email, databases and all Microsoft office applications
- Approachable, flexible and professional
- Excellent attention to detail and high levels of accuracy
- Friendly with confident telephone manner
- Excellent organisational skills
- Excellent communication and interpersonal skills
- Able to work with a team, take direction from others and collaborate effectively
- Experience using a CRM software and database management experience is an advantage
- Ability to work within time constraints and independently
- Positive can-do attitude and proactive, supportive and collaborative approach to working with others
- Wants to work in a friendly, flexible environment

The successful applicant may be required to undertake other duties which are compatible with the overall scope and authority of the role.

Please note some travel and occasional working on Saturdays will be required.

### **Employment benefits**

The Saturday Club Trust offers the following employment benefits:

- Working at the prestigious cultural destination Somerset House in central London, with access to offers and events from our resident community and discounts at onsite restaurants, bars and cafes
- Enhanced annual leave – 25 days plus bank holidays
- Flexible hybrid working upon agreement
- Company pension scheme
- Life insurance cover
- Access to our external employee assistance programme (Health Assured) for free 24/7 confidential advice and support
- Cycle to Work scheme

### **Equality, Diversity & Inclusion**

The Saturday Club Trust strives to be an equal opportunities employer and welcomes applications from all sections of the community. We are keen to look for people who reflect the diversity of the country today, to help us shape and change the arts, cultural and education sectors and make them more relevant to the young people, communities and places with which we work. Disabled people, those from minority ethnic backgrounds and LGBTQ+ colleagues are under-represented in our industry, and we are committed to addressing this under-representation and welcome applicants from these backgrounds, identities and experiences. Selection criteria and procedures will be kept under review to ensure that individuals are selected, promoted and treated on the basis of their relevant merits and abilities.

### **Environmental responsibility**

We take our role in trying to minimise our impact on the environment seriously and recognise the importance of championing and influencing change within our organisation, through partner collaboration and across all our activities.

### **Data Protection**

All applications will be processed in accordance with General Data Protection Regulations (GDPR). All applications will be held for a period of six months for the purposes of consideration for future roles, after which point they will be securely destroyed. If you do not wish for your application to be held for this duration then please notify us by emailing: [operations@saturday-club.org](mailto:operations@saturday-club.org)

### **How to apply**

Please send a CV and covering letter to [gemma@saturday-club.org](mailto:gemma@saturday-club.org) and complete our anonymous [Equality and Diversity Monitoring Form](#). The deadline for applications is **Sunday 09 April**. Any questions regarding the role please contact Gemma Rust, Operations Manager on [gemma@saturday-club.org](mailto:gemma@saturday-club.org)

The Saturday Club Trust is a UK-registered charity (no 1165362) and company limited by guarantee in England and Wales (no 09559467).