

Office Administrator (Operations) 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, dependent 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 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

Main Purpose of the Role

We are looking for a highly organised and proactive Office Administrator to join our expanding, friendly and dedicated team. This pivotal role will support the smooth day-to-day running of our busy office and be instrumental in managing our company systems and software. A key responsibility will be to become proficient at using our newly launched Salesforce Customer Relationship Manager (CRM) system and provide support to both our team and our end users (a national network of tutors). The role will also manage the Salesforce

contact database and make system updates through training and support from 3rd party suppliers.

Reporting to the Head of Operations, the successful candidate will have experience of general administration duties and database management. You will be a problem solver with excellent interpersonal skills as you will be expected to liaise with key stakeholders and communicate with people at all levels.

As a small company, you will be a natural multitasker who is flexible in your approach and able to work efficiently within a collaborative and supportive team. A positive and flexible attitude, with a willingness to take on new tasks and support colleagues where required is essential. You must be a superb organiser, good with your own time management and can prioritise in a fast-paced environment.

An interest in the creative and cultural industries and education is desirable. You will be included in team-wide responsibilities for supporting the delivery of the National Saturday Club's programme of events. 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 office and IT system administration, and be part of an inspirational national charity supporting young people's educational development.

Role Responsibilities

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
- Provide financial administration support including the filing of expenses, invoices and receipts
- Booking travel and accommodation and circulating details to the team
- General office maintenance, including ordering stationery and restocking refreshments
- Electronic maintenance and filing of physical documents and store room contents
- Booking visits from engineers and on-site service providers
- Drop offs/ collections at the post room or Post Office
- Updating mailing lists and assistance with mail outs
- Carry out desk research, e.g. quotes for services or goods, or suitable grant opportunities, etc
- Attend Masterclasses to help support the sessions and provide written reports
- Act as a representative of the organisation at activities and events

CRM Administration

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

- System updates and modifications to the Salesforce CRM platform, in response to the organisation's evolving needs
- Supporting the team with basic training and developing user guidelines
- Liaising with our CRM service provider to troubleshoot and raise support requests
- Managing the Exchange platform shared with our partner network of tutors including responding to system issues and enquiries from partners. Logging and responding to queries quickly and prioritising workloads
- Managing the maintenance and cleaning of data, including data entry and imports
- Generating regular reports, analysing data and trends
- Creating contact lists, to support mailings and communication

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
- Positive can-do attitude and proactive, supportive and collaborative approach to working with others
- Experience using a CRM software and contact database management experience is an advantage
- Ability to work within time constraints and independently
- Wants to work in a friendly, flexible and inclusive environment

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

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

How to apply

Please send a CV and covering letter to Gemma Rust, Head of Operations: gemma@saturday-club.org and complete our anonymous [Equality and Diversity Monitoring Form](#). The deadline for applications is **Thursday 08 June 2023 at midday**. Any questions regarding the role please contact Gemma Rust, Operations Manager on 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).