

Job Description

CHILDNET PART-TIME DESPATCH & ADMINISTRATION ASSISTANT



Childnet International¹ is looking to appoint a part time despatch and administration assistant to support the day to day running of the charity's office and operations. This post reports to the Business Manager and is based at Childnet's offices in Brockley, South East London². This job is a fixed term position for one year with a possibility of extension subject to funding. The post is part- time, the equivalent of approximately 4 days per week ideally with a daily attendance, but this is negotiable.

A) OBJECTIVE OF THE POST

- To ensure that the despatch of Childnet's resources to schools, local authorities and other commercial entities, and the associated sales invoice preparation, are carried out in a timely and efficient manner. To perform data entry into Childnet's accounting system in respect of the above and other related activities.

B) KEY AREAS

- ***Mailings/order processing despatch including invoicing***
- ***Assisting the Business Manager in the accounts function by undertaking data entry and other similar accounting work***
- ***Point of contact***
- ***Marketing of Childnet resources to schools and other organisations***
- ***Other ad hoc office and administration tasks that may arise***

C) DETAILED TASK LIST

MAIN PRIORITIES

- **Mailings/order processing**– orders may come in via email, fax, post or telephone. You will be responsible for collating and despatching these orders and the processing and filing of related paperwork. You will prepare sales invoices relating to items of despatch to go out with the orders. You will follow up outstanding orders and act as a first line customer contact in respect of despatch and invoicing queries. You will arrange and assemble despatch of Childnet's resources to schools on behalf of the Education Team in respect of their activity days and to conferences in respect of other staff. You will arrange couriers and post out letters & parcels. You will use the in-house franking machine. You will ensure that there are sufficient post and stationery resources in order for the despatch function to work smoothly and efficiently. You will deal with all other outgoing post handling matters.
- **Data Entry** – you will enter data (such as sales and purchase invoices) into Childnet's accounting system
- **Point of contact** – you will have responsibility for answering phones and dealing with in-person callers. You will carefully take and pass on messages to staff when

¹ Childnet is a registered charity working with others to help make the Internet a great and safe place for children. – see www.childnet.com for full details of the organisations work and award-winning projects.

² See <http://www.childnet.com/about/contact.aspx> for details of where Childnet's offices are.

they are absent. You will, occasionally, be asked to organise light refreshments for visitors. You will monitor and distribute e-mail enquiries to Childnet's general mailbox info@childnet.com. You may be asked to check other staff mailboxes when they are absent.

- **Marketing of Childnet's resources**- you will also assist in preparing letters to schools and other organisations to market Childnet's resources and services and to assist the Education Team in marketing to Local Authorities and other strategic partners.

SECONDARY PRIORITIES

- **Maintaining records** – along with other staff you will also maintain the contacts list in the Company Folders in Outlook and will assist in ensuring that Childnet's filing system (electronic and paper) are kept in an orderly fashion.
- **Office Supplies** – in the absence of the Office Manager you will; ensure office machinery is functioning correctly and arrange repairs if necessary; keep check of and order stationery including toners/cartridges/paper for the photocopier/printer/fax; ensure the store and "kitchen" areas are kept clean and tidy; and ensure that there is a sufficient supply of light refreshments (coffee, tea etc).
- **Other support** – Childnet is a small flexible staff team and you will respond to other requests to help deal with issues and needs that may arise. It is vital that we as a team anticipate future needs and we will encourage you take initiative to respond to new challenges and growth.

D) PERSON SPECIFICATION

- A strong commitment to Childnet's mission and its values³.
- Friendly and welcoming style
- Good telephone manner
- Experience of administration in a busy office environment (experience of order processing would be an advantage)
- Good IT skills and preferably experience of MS Office (Outlook, Word, Excel)
- Some experience of data entry – Childnet uses TAS Books for its accounting records – knowledge of this package is desirable but not essential
- Able to work as part of a small team in a flexible way and take initiative
- Able to cope with competing priorities
- Able to take initiative and respond proactively to problems
- CRB checked under the current framework (Childnet will arrange for CRB clearance to be made before appointment is confirmed) and subject to periodic updates

E) TERMS AND CONDITIONS

The appointment would be subject to a probationary 3 month period.

Employment is conditional upon receiving satisfactory references and CRB clearance.

For full-time staff there are 25 days of paid leave (prorated for non full-time staff) in addition to statutory Bank Holidays.

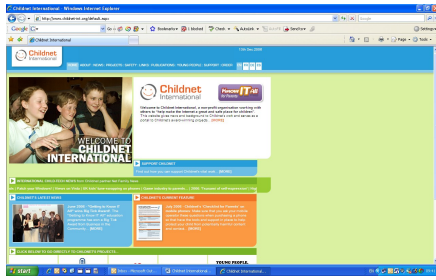
The Full Time Equivalent (5 days) salary range is £15,500 to £17,500 (to be prorated to 4 days). Starting salary will be subject to skill set and experience demonstrated.

For further information on Childnet read our latest Annual Review

<http://www.childnet.com/publications/reviews.aspx>

³ See <http://www.childnet.com/about/values.aspx>

and see our website



www.childnet.com

F) TO APPLY FOR THIS POSITION

Please email your CV plus a covering letter (ideally no more than 4 sides of A4 in total) detailing why you would like the job and demonstrating how your skill set and experiences make you an ideal candidate for the job, to:

John Ryan, Business Manager, john@childnet.com

Closing date for applications is close of business Thursday 2nd September 2010. It is hoped to interview in the week commencing 6th September 2010.