

Job description and person specification

Job title	Administrative Officer
Reporting to	Membership Development Manager
Job location	London, N1
Salary	Grade 1, £24,200 pa

Purpose of the post

The Howard League for Penal Reform is the world's oldest penal reform charity, with a proven record of delivering change. Our successful campaigns have led to the abolition of capital punishment, an end to the ban on sending books to prisoners and a massive reduction in arrests of children. Our legal team provides expert advice and support to children and young people in prison. We want to do even more, so we are looking for an administrative officer who can help us achieve our goals of less crime, safer communities and fewer people in prison.

This post will suit an outgoing personality who is keen to kick start their career in membership services, fundraising and marketing.

The post will involve supporting and developing the membership of the Howard League for Penal Reform, helping to organise events to showcase award winning projects and help with general office duties.

Duties and responsibilities

Promoting the community awards

- Helping to organise events around the country to showcase and celebrate award winning projects that promote community safety
- Helping to organise the annual national awards conference

Membership promotion

- To recruit new members and donors using social media, emails and promotional events

Administration

- To be the first point of contact for members, donors and the general public
- To undertake the day to day administration of the Howard League for Penal Reform members and supporters
- To be responsible for ensuring that all member and supporter records are efficiently maintained and updated on the database, payments recorded accurately and donors thanked promptly
- To contribute to and utilise the Howard League website, e-bulletin and our newsletter to increase support and interest in membership

- To assist in the creation and development of membership materials, such as letters, new member welcome packs, e-communications and member questionnaires
- To promote the work of the Howard League to the general public
- To administer and create effective systems that allow us to monitor membership recruitment closely
- To set and work towards specific recruitment and retention targets
- To work with other teams to disseminate information and raise awareness of our work to our members and supporters
- Working with the finance team to develop strategies that will increase direct debit sign ups
- To increase revenue and membership numbers
- To attend meetings, conferences and seminars as appropriate
- To carrying out other duties as necessary to meet the needs of the team
- Must work as part of the whole office team

Person specification

- Qualification to degree standard or equivalent
- Minimum one year relevant experience
- Excellent verbal and written communication skills
- Excellent organisational skills, ability to keep a clear timetable and achieve agreed targets
- Excellent interpersonal skills
- Excellent customer care relations
- Ability to demonstrate initiative, flexibility and a willingness to take on new projects
- Willingness to learn, desire to contribute
- Ability to work as a member of a team
- The post is self-servicing and requires good IT skills with experience of Microsoft Office and use of database packages
- You should be committed to undertaking all tasks in accordance with the equal opportunities policy
- Commitment to social justice, human rights and penal reform

Conditions of Service

The post is full time and permanent but subject to a six month probationary period.

The terms and conditions are as laid out in the contract of employment and the office handbook and include 30 days paid leave plus statutory days and 10% contribution to the Howard League workplace pension scheme.

Candidates must be eligible to work in the UK.