

Party Services Administrator

Responsible to: Head of Party Services

Salary: £23,000 per annum

Tenure: Temporary – 3 months

Hours: Full time, 37.5 hours per week

Location: Lib Dem HQ, London

Purpose of the job

To support the Party Services team where needed, primarily dealing with queries from members, supporters and prospective candidates, both via email and over the phone. Other tasks will be required ad hoc.

This is an ideal opportunity for anyone interested in gaining a range of experience across a variety of areas within Liberal Democrats HQ.

Background

The Party Services team covers a range of areas which support the broader party, including Member and Supporter Services, the Candidates and Diversity Office, HQ Volunteer Coordination, the Young Liberals, Party Training and management of the Leader's inbox.

With the success of the party and rapid increase in membership base, each of these areas is in need of additional administrative support.

This role will require a willingness and ability to learn a variety of core HQ functions and help where needed.

Key objectives

- Respond to an average of 50 emails per day (these will be from various inboxes including the general help inbox, candidates' inbox, local party officer support inbox, elections inbox, training inbox, volunteer inbox and leader's inbox).
- Answer help desk phone calls as needed.
- Provide top level service both via phone and email.
- Willingness to be flexible to help with tasks across different areas.
- Support volunteers who can augment the work of the team.
- Provide administrative support to the training coordinator in preparation for party conferences.
- Be available to help run evening phonebanks alongside the volunteer coordinator when needed.

Desirable Skills and Experience

- Experience working with Salesforce or a similar Customer Relations Management system, Nationbuilder and Mailchimp.
- Prior experience working in a contact/call centre.
- Customer service experience.
- Administrative skills.
- Experience setting up webinars (using GoTo or similar).
- Flexibility to work some evenings.
- Basic knowledge of party policy and structure.

Closing date: 12 pm, Monday 9th September 2019

APPLICATION PROCEDURE

Please apply by email attaching:

- CV (including contact telephone numbers and email address);
- Covering letter (two A4 pages maximum) setting out why you want to do this job and how your experience and skills are relevant to it; and
- A completed diversity monitoring form

Please let us have details of your current salary and two referees including one from your current employer – if you would prefer us not to contact them until a later stage of the selection process, please let us know.

We will notify all applicants when the process is complete.

The Liberal Democrats are equal opportunity employers and particularly welcome applications from people with characteristics currently under-represented among our staff.

For an informal chat about the role, please contact Amy Westcott, amy.westcott@libdems.org.uk