

Richmond upon Thames Council for Voluntary Service (RCVS)

Person Specification

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| Job Title: | Team Assistant |
| Hours of Work: | 21 hours per week, primarily based in our office in central Richmond. Working pattern to be agreed but to include Fridays. (Includes occasional unsocial hours for which time off in lieu (TOIL) will be given in line with RCVS's TOIL policy.) |
| Accountable to: | The Director, Richmond CVS |

Essential Criteria

- Sound administrative and communications background with good organisation skills
- A high degree of digital literacy with strong IT skills to include use of Microsoft Office applications (Word, Excel and PowerPoint) and experience of working with websites such as WordPress, databases and various social media tools for promotion and marketing purposes.
- Experience of producing newsletters and using marketing and event platforms such as Mailchimp and Eventbrite
- Experience of running or supporting online events/meetings using video conferencing, eg Zoom
- Good people and telephone skills and ability to communicate effectively both personally and in writing with a wide range of people
- Conscientious and methodical with good attention to detail
- Enjoys working as part of a small busy team but also able to work on own initiative
- A flexible approach to managing a varied and comprehensive workload including occasional evening work to support events for which time off in lieu will be given
- Able to prioritise and work to deadlines, and able to cope under pressure
- Able to implement and maintain effective working systems, monitor different email inboxes and deal with enquiries
- Ability to deal with confidential information
- Ability to support in a range of meetings, including attending meetings and taking notes
- A willingness to keep up to date with developments in technology
- An understanding of the issues involved in working in a diverse environment, and commitment to equal opportunities, both in terms of policy and practical application.

Desirable Criteria

- An understanding of the voluntary and community sector
- Experience of working with Office 365 including Teams