

Administrative Assistant

A vital support for the team, as together we transform the digital lives of our charity customers, helping them to organise their information and increase their positive influence on the world.

We are looking for an administrative assistant to join a small, friendly team working remotely around the UK. Initially there will be three strands to the role:

- Supporting financial administration
- Co-ordinating annual review calls with customers
- General team admin

You will work with Sue, our Finance Administrator, and the team of implementers to arrange annual reviews.

You will also be the first point of contact on the phone, although we don't get a lot of calls. The role has scope to develop in other ways, depending on your skills and interests.

Key Information

Salary	£25,000 p.a.
Location	remote
Leave	28 days + bank holidays.
Apply by	8am on the 8 th April 2024 via https://www.lamplightdb.co.uk/join-us
Interviews	16 th April via Zoom.

Strand 1: Financial Administration

In more detail, you will carry out the following tasks, at least in part:

- Daily / weekly credit control
- Daily / weekly bank reconciliation
- Checking and sending invoices from Xero
- Responding to finance related customer enquires when possible
- Contact customers paying via bank transfer or Standing Order and assist them in moving to Direct Debit

We use Xero for our accounts. We anticipate that most of the time this will be about 15 hours of your week.

Strand 2: Coordinating Annual Reviews

We offer our customers a free annual review call on Zoom to see if we can support them better in their work and their use of Lamplight. These are carried out by our team of implementers, who work varying hours and have other time commitments. We use a booking system built into our in-house Lamplight system to manage their availability and allow customers to book onto convenient time slots.

This is a relatively new offer and many of our customers do not fully understand the benefits of this call to them.

We would like you to contact customers in order to explain the benefits, book them onto an available review time slot, and remind them in advance of the meeting. We also want to take this opportunity to make sure their details are all up to date, and move customers not paying by Direct Debit onto it. These contacts will be by email initially, with follow up calls if needed.

You will:

- Review the list of customers assigned to each Implementer, and their available time slots.
- Contact customers by email and/or phone to explain the benefits of the Annual Review call
- Encourage, or make the booking, for customers at their convenience
- Provide any advance or follow-up information to customers
- Check contact details are current and update records on Xero and Bellis (our internal system)
- Check customers are being billed for what is a) on their system b) what is in Bellis
- Monthly reporting on Annual Reviews and support for the team reflecting on what we're learning through the reviews.

We anticipate this will take around 8 hours of your week. We are seeking to gradually increase the

rate of these so it may start lower.

Strand 3: General Team Admin:

There are a number of other general tasks, some regular and some irregular. These are the sorts of things:

- Answering the phone, taking messages or responding as appropriate
- Putting together quarterly customer update emails using Mailchimp
- Co-ordinating Zoom team meetings
- Sending out team news digest emails from Sharepoint
- Booking rooms and other arrangements for quarterly in-person team meetings
- Ordering supplies for other team members
- Circulating minutes / recordings of meetings

We anticipate this will take around 2 hours of your week.

Strand 4? We're open to discussion

There are other areas within the business that we'd be open to you being involved in, depending on your interests (and skills, or skills you'd like to acquire).

- Customer Communications – through materials and newsletters
- External Marketing
- Customer support with system use

The overall mix from one week to the next may vary, depending on the needs of the business. As our customers are largely UK based, you will need to be able to work UK office hours at least some of the time.

Key Capabilities Sought

To carry out these tasks we are looking for someone with the following capabilities:

- Understanding of small business book-keeping. You'll know a journal when you see one; the difference between a balance sheet and profit and loss; and the importance of keeping an eye on cash-flow.
- Competent using Xero. You'll know how to carry out bank reconciliation, run credit control reports, and how to create and send out invoices.
- Confident with other software – Office 365 products, Zoom, Mailchimp, and ideally Lamplight (though we'll train you on this if you've not come across it).
- Great communication skills. We like our customers and want to support them. So even when the news isn't good ("you owe us £xxx"), you'll be able to communicate that clearly and empathetically. And booking annual reviews may take a bit of persuasion for some customers, who are time poor and may not understand the benefit to them. You'll be sensitive to and accommodate the different ways that people communicate.
- You'll need to be well organised. The nature of this role means that you'll have things coming up throughout the day, and with quite a lot of different things to keep track of.
- Learning and improving. We try and reflect on what we do so that we can improve our processes, and make some time for learning and development.

Reporting

You will report to Sue, our Finance Administrator, working closely with other colleagues day to day.

How we work

You'll be careful to make sure that in all your work you are inclusive and accessible to all, taking into account the different backgrounds, skills and understandings of our customers.

We are a relatively small team so there will be other tasks from time to time that don't fit neatly in a job description.

Hours per week: We are looking for up to full-time role, but would consider reduced hours. We operate a 9-day fortnight work pattern; full-time hours is an average of 33.75 hours, working five

days one week and four the next.

Location: Remote. You'll need to be comfortable working from home, and won't mind not working physically alongside colleagues. This can be difficult if you're used to working in an office environment – please think about whether you'd be happy working like this. We do have quarterly team meetings (usually in London) which we'd like you to travel for. We'll provide a laptop and second screen, and furniture should you need it.

Your development: We will provide full training in Lamplight, and also offer other opportunities for learning and development on an on-going basis.

Salary: £25,000 per annum full-time, pro-rated if reduced hours as agreed.

Leave: We offer 28 days holiday per year plus public holidays. We are a Climate Perks scheme member, which means that we offer an additional two days annual leave to enable you to travel by train (or other low-carbon) instead of flying for your holidays.

DBS Check: You won't need a DBS check for this role. Some roles within the organisation do require one.

About Us

Lamplight is a complete database solution specifically designed for charities to record, monitor and report on their services and users. It helps them keep track of the work they do and the impact that it has. We currently have over 700 customers who deliver a wide range of services – youth services, volunteering, housing, social services and supporting victims of violence and abuse, to name but a few. Our focus is always on helping customers to make a real difference in the work they do.

We are a small, fully remote team of 15. We serve a widely diverse community of users, and we value their different voices and experience.

We're committed to inclusion and equal opportunities, and to providing our employees with a work environment free from discrimination in which all can thrive. We recognise and value the benefits of a diverse workforce and we are seeking applications from people of all backgrounds. If you have accessibility requirements and would like information in a different format, email jobs@lamplightdb.co.uk to make alternative arrangements.

We are a Mindful Employer and seek to support the mental wellbeing of our staff.



Our Values

Our core principles are a guide of how we behave:

- Integrity: we work honestly and have an open work culture.
- Friendliness: we work to build strong relationships with our clients, partners and have a work environment that is friendly and relaxed.
- Knowledge: we are rooted in the sector and our involvement and previous experience in the sector means we can relate easily to our customers and deliver value. The customer is always at the heart of our decisions.
- Accessibility: we are flexible and work to provide a system that is widely available to all.
- Quality: we provide a supportive environment and adopt easily understandable language ensuring the system is easily understood by users.

To Apply

Please apply via our recruitment site <https://www.lamplightdb.co.uk/join-us>. Feel free to contact Matt Parker on jobs@lamplightdb.co.uk if you'd like to find out more first, or if you need to apply in a different format.

We will ask you to answer around six competency-based questions that aim to reflect the sorts of things that the job involves. You'll complete this online, along with contact information and demographic questions. Your responses are then anonymised, and after the closing date, the selection panel will review and score your responses alongside all the others, without seeing any demographics or other identifying information. Total scores are calculated, and the panel will select the candidates they'd like to meet at interview. Only once that decision is made are the panel able to see your name and contact details. We've adopted this methodology from Applied (<https://www.beapplied.com/applied-sift>). So please don't just send us a CV – we won't be able to consider it.

We do this because we accept that we are not always aware of the unconscious biases that shape our decisions. By removing some of the information that may trigger those biases we can focus on your responses and your suitability for the role. We introduced this as part of our work to improve our approach to equality and diversity, including staff training, reviews of products and services, and our internal processes.

The closing date for applications is 8am on the 8th April 2024. We will not review applications until after that date. Interviews will last around 45 minutes and be held on the morning of the 16th April, on Zoom (please let us know when applying if this will be difficult so we can make alternative arrangements). We will share some of the questions we want to ask you in advance.