

Job Description

Job Title: Office Support officer

Hours: Full time (35 hours per week)

Location: Central London

Line Manager: Office and development manager

Salary: £22,000 per annum depending on experience

Pension: WMUK offers a pension scheme, with 6% employer pension contributions

Benefits: 25 days annual leave plus public holidays

Purpose of job: To provide administrative and financial support for Wikimedia UK activities

Duties and responsibilities

- ☐ To act as a first point of contact to persons approaching the Charity office, whether that is by telephone, email, in writing or in person, and to ensure that communications are routed to the correct staff member or volunteer as necessary.
- ☐ To directly support the Office and development officer in his financial duties.
- ☐ To provide professional administrative support to the smooth operation of the charity, including but not limited to the preparation of financial and management accounts, the processing of membership data and subscriptions, and the distribution of publications and other written material.
- ☐ To efficiently and appropriately disseminate information on Wikimedia UK to enquirers, including, volunteers, membership enquirers, members, staff and trustees of the Charity. This can include contact by telephone, email, in writing or in person, and specifically includes sending out membership enquiry packs and publications.
- ☐ To support volunteers in assisting with the work of the Charity. This relates usually, but not exclusively, to volunteers working in the office carrying out office related tasks.
- ☐ To provide basic administrative support where necessary, including assisting other staff, members or trustees with a wide range of projects in furtherance of the Charity's aims and objectives.
- ☐ Any other such duties as may from time to time be assigned.
- ☐ This is an outline job description and should not be regarded as an inflexible specification. Priorities may change along with service needs and new duties introduced after consultation with the post holder

Employee Specifications

Skills/Abilities:

- ☐ High level of numeracy.
- ☐ Ability to handle basic financial information, input financial data to a high degree of accuracy and work with spreadsheets and our financial accounting package. (Training may be given)
- ☐ Ability to develop and maintain administrative systems.
- ☐ Ability to communicate clearly, both verbally and in writing to varying levels of need.
- ☐ Ability to work tactfully, sensitively and effectively, as part of a team and with a wide range of individuals.
- ☐ Ability to prioritise workload and work under own initiative.

Knowledge:

- ☐ An understanding of and empathy for Wikimedia UK's mission to help people and organisations build and preserve open knowledge to share and use freely.
- ☐ Experience of editing Wikipedia or its sister websites would be welcomed. Training may be given.

Experience:

- ☐ Experience of book keeping, using spreadsheets and manipulating financial information with a high degree of accuracy.
- ☐ Experience of administrative record keeping, processes and accountability.
- ☐ Familiarity with basic office IT packages. Experience with open source software would be welcomed.
- ☐ Experience of working effectively within an office environment
- ☐ Evidence of ability to communicate clearly both verbally and in writing.
- ☐ Experience of successfully meeting deadlines.

Equal Opportunities:

- ☐ An understanding of and commitment to Wikimedia UK's Equal Opportunities Policies in both services to members and employment.

Other Factors:

- ☐ Commitment to using open source information technology.
- ☐ Commitment to transparent working practices

Background information

- ☐ **Equal Opportunities:** Wikimedia UK has a commitment to achieving equality of opportunity in both services to our members and clients, and in the employment of people, and expects all employees and volunteers to understand and promote its policies in their own work.
- ☐ **Fire, Health and Safety:** Wikimedia UK is committed to a healthy and safe working environment and expects all its employees to consider and integrate health and safety in all work activities.
- ☐ **Sustainable Development:** Wikimedia UK is committed to the principles of sustainable development and all employees are expected, in so far as possible, to maintain work practices in line with the principles of sustainable development.
- ☐ **Continuing Professional Development:** Wikimedia UK is committed to the continuing professional development of all its staff and volunteers. Employees are expected to develop learning plans in conjunction with their line manager

in order to undertake training or other career development opportunities that they feel would develop their work and the operation of the Charity.

Data Protection: Wikimedia UK holds sensitive data on its members, volunteers, donors and those using its services. All employees are required to maintain an awareness of data protection responsibilities, and to execute all relevant duties with tact, discretion and due respect to confidentiality of clients, members and staff.