

International Association for Community Development

ADMINISTRATIVE OFFICER

RECRUITMENT PACK

2022

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# Message from the Chair of the Board of Trustees

13th September 2022

Dear Applicant,

Thank you for your interest in working with the International Association for Community Development, the global networking organisation for community development practitioners.

We have come a long way since our foundation in 1953. We are a small but growing organisation with an international membership. We have a strong reputation for promoting the discipline and practice of community development, and networking practitioners through sharing and learning opportunities.

We strive to be an equal opportunities employer and actively pursue diversity in all our activities. We have an international board of Trustees, representing all global regions who in turn work with diverse communities across the globe to promote collective action and empowerment, human rights and social justice.

In 2023, IACD will mark its 70th year and we have plenty of plans for new exciting developments, as well as beginning to develop a new Strategic Plan to support our work over the next 5 years.

We are now recruiting a replacement for our Administrative Officer. If you think you’re the right person for this important role supporting IACD through the next phase of our growth, we’d love to hear from you!

All the details you need should be here in the Information Pack but if you have any further questions please contact me at the email address below, before the deadline.

All applications must be submitted by email to [anna.clarke@iacdglobal.org](mailto:anna.clarke@iacdglobal.org) by Tuesday 27th September, 5pm.

Thank you for your application.

Yours sincerely,

Anna Clarke

IACD Chair

# [anna.clarke@iacdglobal.org](mailto:anna.clarke@iacdglobal.org)

# Job Advertisement

JOB VACANCY WITH THE INTERNATIONAL ASSOCIATION FOR COMMUNITY DEVELOPMENT (IACD), HOMEBASED, SCOTLAND.

ADMINISTRATIVE OFFICER, PART-TIME (Grade 5) £24,000 pro-rated for 20 hours per week.

Hours: 20 hours per week (flexibility required to meet the demands of an international organisation working across global time zones)

Based: This is a home-based role, with occasional attendance at face to face meetings in Scotland.

Contract: Fixed term until 31st March 2024 (renewable subject to continued annual funding)

Are you interested in using your outstanding office administration skills in an international non-governmental organisation, committed to supporting community development practitioners across the world? If so, this is the job for you.

To excel in this post you’ll be a skilled Administrator with experience of working with and supporting diverse people and groups. The role requires experience of office systems, servicing committees, database management, relationship management, social media and website management, financial book-keeping and supporting virtual event organisation and hosting.

For information about IACD, please see our website [http://www.iacdglobal.org/](https://l.facebook.com/l.php?u=http%3A%2F%2Fwww.iacdglobal.org%2F%3Ffbclid%3DIwAR0QkeE6wqjpJGAvDcth_Hisc0JHCnJFD6qTl1QTwB-yOUVDgWwDwN1kmi0&h=AT1v3CZh-WrBvWLJlR68zJaeHzFuILYUL4iy-_LHxtE7YOs00Zp2gomOr7nSub7EPLKCXBrvpRhYkMX-0wXxw9OLeEa70n5Ns9M1XXG5Txk3psZSHV4cZVccotTawlIBxv7cZRrowm2tEvvPqPBw&__tn__=-UK-R&c%5b0%5d=AT320VfqN0TekpqK3R0o7XTxdap8XXY1q_E_usWa9y7uvL4PH5LSUIKkKFjvRj7LfuqK1m6UqvIY2DTYn78neF-vpEpLcm8amB49qc-pZH0vLeff2Nw3_ZXrYFIp9aM-FPa78lx41WayZsaNHw3-faRf8RiCADlRq4QfJEQkTtl5FNGU23ijRpPPAUu_1TzZm5hbfs0)

For further details about this post and how to apply please visit: <https://www.iacdglobal.org/wp-content/uploads/2022/09/Recruitment-Information-Pack-Final-14.9.2022-website.docx>

The closing date for applications is Tuesday 27th September, 5pm. All applications should be submitted via email.

Interviews will be scheduled to take place on Friday 7th October at the offices of the Scottish Community Development Centre, Suite 305, Baltic Chambers, 50 Wellington Street, Glasgow G2 6HJ

# About the International Association for Community Development

IACD is the only global multi-disciplinary network for professional community development practitioners and has been in existence for nearly 70 years.

Our administrative base is in Scotland, and we receive funding annually from the Scottish Government to support our work. IACD is a registered Scottish Charitable Incorporated Organisation with an international board of trustees, representing nine global regions around the world.

We are committed to promoting participative democracy, sustainable development, rights, economic opportunity, equality, and social justice, through the organisation, education, and empowerment of people within their communities, whether these be of locality, identity, or interest, in urban and rural settings. We are accredited with the UN and have members across the world.

More information about IACD is available on our website; we encourage all applicants to visit and familiarise yourself with our purpose and work, including our strategic plan 2020-2024 and annual report for 2021/22, available here: <https://www.iacdglobal.org/about/18-2/>

# About the Role

This is a busy and varied role, and as you will be our only employee, you will need to be able to work independently, managing your own time and work schedule.

We have an international Board of Trustees and an international membership. This means you will be interacting with people from many and varied backgrounds and cultures, and communications styles can be quite different. Although English is the medium of communication for our organisation, many of our members do not have English as their first language.

We also work across global time zones and in order to be fair to all our members, our meetings are routinely scheduled at different times of the day and evening. This means the post requires a good deal of flexibility and be willing to work the occasional evening or earlier in the morning (UK time).

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# Job Description

**Job Details**

Job title: Administrative Officer

Line manager: Appointed Trustee

Salary: £24,000 pro-rated for 20 hours per week

Leave entitlement: The full-time holiday entitlement is 28 days (201.6 hours) per complete leave year, pro-rated for 20 hours per week. Public holidays are additional on a pro-rated basis.

**Job Purpose**

Delivery of professional administrative support and membership administration services in order to promote the work of IACD and to support day to day administrative requirements in an office management capacity. The Administrative Officer role is a key function for the smooth operation of the IACD. The job is varied and includes servicing committees (taking minutes and setting up meetings), processing membership applications, maintaining databases, sending out member communications, and maintaining financial records. The post will also support the smooth administration of the annual World Community Development Conference (WCDC) which in 2023 will be held in Darwin, Australia.

**Main Responsibilities**

* Acting as a principal point of contact for membership relations, preparing and co-ordinating membership data and information and providing a professional administrative support to membership in support of the IACD.
* Deliver and maintain an efficient membership administration, including updating the database, presenting, and reporting insights on the membership evolution and the state of the membership.
* Coordinating administrative tasks to support a wide range of activities including but not limited to Events, Committee meetings and external initiatives.
* Supporting and administering the delivery of our membership communication strategy, including the pro-active administration of initiatives that integrate and contribute to the mission and vision of IACD.
* Liaison, communication, and relationship building and ensuring effective ongoing stakeholder engagement through communication planning including the administration of the organisation and on occasion participation in initiatives such as presentations and other such events.
* To administer and coordinate web strategy, coordinating the creative and technical process, maintaining, and updating content, managing site development and social media management.
* Prepare and coordinate information to assist in the effective organisation of activities.
* Presenting results and putting forward outputs through the provision of briefings, presentations, or written reports in support of Trustee decision making.
* Monitor and maintain accurate records/reports to meet both internal and external requirements and co-ordinating publications and communication releases.
* Deploy assigned Finance and other resources towards defined objectives and within defined limits to ensure operational and cost efficiency, including but not limited to supporting budgeting activity.
* Administer and input into the Finance and Resource planning process to ensure that finances are appropriately and efficiently administered.
* Oversee and manage the smooth day to day running of the office and co-ordinating operations and will involve the day-to-day delivery of all administrative and office management activity.
* Coordinating schedules, arranging meetings, distributing emails and reports and ensuring that everyone is kept current of necessary information.
* Identify opportunities for process and office management improvements, and design and implement new systems.
* Apply knowledge of facilities, systems, or equipment to provide services, drawing on skills gained through training and professional experience.
* Undertake other such duties as may be required from time to time. The Organisation and Post Holder recognise that this is not an exhaustive list of possible duties and it is recognised that posts change over time. This is not a contractual document and the postholder will be required to carry out any other such reasonable duties that are necessary to fulfil the purpose of this post.

**Review**

This job description will be periodically reviewed at least annually in conjunction with the postholder to ensure it reflects any changes as the role grows.

**Benefits**

* Competitive salary
* Annual salary increments as per cost of living
* Generous Pension Scheme
* 28 days annual leave and 6 public holidays on appointment (pro-rated)
* Flexible working hours

# Person Specification

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| --- | --- | --- |
|  | Essential Criteria | Desirable Criteria |
| Qualifications | * Good basic education, i.e. Scottish National five grades A-C or equivalent, which must include English and Maths. * Evidence of eligibility to work in the UK. | * Educated to at least Highers Level standard or above OR demonstrable direct experience. * Further/Higher qualifications in administration and/or office management/information technology and/or website administration/finance, accountancy etc. |
| Experience | * Microsoft Word Suite of Products, including Access, Word, Excel, and PowerPoint. * Google products: GDrive, YouTube (use and editing). * Website management, particularly SSL security needs. * Zoom for meetings and collaboration. * Proven experience of administrative procedures. * Working individually and in a team environment. * Numeracy and literacy skills. * Ability to adhere to Data Protection Laws (GDPR). | * Coordination and management of a wide range of people and groups. * Administrative and organisational skills in a work environment. * Producing reports and/or publications. * Information technology software, website security, and/or database management tools. * Bookkeeping, particularly with XERO software management. * Community and voluntary sector experience. |
| Skills | * Excellent oral, presentation and communication skills. * Ability to communicate well with professionals, suppliers, customers, visitors and colleagues. * Ability to work independently with self-driven initiative. * Flexible approach to working hours. * Working knowledge of financial information, e.g. budgets and invoicing. * Excellent planning, organisation and time management skills. | * Finance and Bookkeeping skills. * Advanced website management and design. * Graphic design and presentation skills. * Language skills. * Virtual meeting planning and coordination. * Conference support experience. * Experience working with diverse populations, languages, and backgrounds. |
| Personal Qualities / Attributes | * Professional, friendly manner. * Personable and discreet. * Attention to detail. * Good communicator. * Eager to provide excellent customer service. * Ability to multitask. * Ability to work well under pressure and to tight deadlines. * Self-motivated, flexible, enthusiastic and reliable. | * Interest in community development. * Interest in global issues. |

# Application Form

Please save this Application Form as a separate document and complete and return all sections of this form.

Please return your completed form to [anna.clarke@iacdglobal.org](mailto:anna.clarke@iacdglobal.org)

**You are kindly asked not to submit your CV. Please send your completed application in Word format.**

If this application form is required in an alternative format, please contact us.

|  |  |
| --- | --- |
| **Post applied for: Administrative Officer** | **Location of post: Scotland** |
| **Where did you see this post advertised? (name of the source):** | |

**Personal details** (Please complete all boxes)

|  |  |
| --- | --- |
| **Title:** Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other (Please specify)**:** | |
| **First name/s:** | **Last name:** |

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| |  | | --- | | **Full Postal Address:** | |  | |

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| |  | | --- | | **Email address:** | |  | | |  | | --- | | **Home phone number:**  **Mobile phone number:** | |

**Education details and formal qualifications**

Please list the names of the educational establishments you have attended and the qualifications you have obtained. Please list the most recent first and add rows as required.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **School/College/University** | |  | | --- | | **Dates attended** | | |  | | --- | | **Subjects and Grades** | | |  | | --- | | **Date obtained** | |
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**Other professional qualifications and membership of professional organisations and bodies (if appropriate).** Please add rows as necessary.

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| --- | --- |
| **Title of professional qualification** | **Date obtained** |
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| --- | --- |
| **Professional membership details** | **Reference number** |
|  |  |
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**Continuous professional development and work related training**

Please list the most recent and appropriate to this job application.

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| --- | --- |
| **Course title** | **Date attended** |
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**Current employment details**

If you are not in current employment, please indicate the most recent.

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| --- | --- |
| **Name of employer:** | |
| **Address of employer:** | |
| **Job title:** | |
| **Date appointed:** | **Date left:** |
| **Current/Final annual salary:** | **Annual leave entitlement:** |
| **Notice period:** | **Reason for leaving:** |
| **Brief summary of main duties and responsibilities:**  (Please note, the box below will expand as you type) | |

**Previous employment**

Please list your most recent previous employment first.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of employer** | **Employment dates** | **Job title and brief description of main duties** | **Reason for leaving** |
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**Please describe any gaps in your employment (if applicable)**

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**Additional information to support your application**

Please give brief examples of how you meet the Job Description and Person Specification and why you think you should be considered for this post. This can also include examples of your voluntary work and experience. *(You should limit your response to no more than 2 typed pages in the same font type and size as this application form.)*

(This box will expand as you type)

**How soon could you take up this appointment?**

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**References**

Please give the details of TWO referees, one of which should be your current or most recent employer. Please complete these details as fully as possible.

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| --- | --- | --- |
| **Details** | **Reference one** | **Reference two** |
| **Name:** |  |  |
| **Job title:** |  |  |
| **Organisation:** |  |  |
| **Address:** |  |  |
| **Post code:** |  |  |
| **Email address:**  **Phone number:** |  |  |
| **Capacity in which**  **they know you:** |  |  |
| **If shortlisted, may we approach this referee**  **before interview?** |  |  |

**Declaration**

I declare that the information that I have provided on this form is true and accurate, and in particular that I have not omitted any fact which may have a bearing on my application. I understand that any subsequent contract of employment with the International Association for Community Development (IACD) will be made on the basis of the information I have provided. Furthermore, I understand that a false declaration, which results in my appointment to IACD, will render me liable to dismissal without notice.

* I confirm that I am entitled to work in the UK. **Yes/No**

Data Protection Act - Please note that when you sign this form it gives permission for the application form to be used for recruitment processing. All details will be kept confidential.

If submitting this form by email, please sign to confirm to acknowledge you have read and agree to this declaration.

**Signed………………………………………………………….**

**Capitals…………………………………………………………..**

**Date……………………………………………………………….**