

Job description and person specification

Administrator

With a history spanning over 100 years, Cruelty Free International has achieved so much. Bringing the issue of animal testing to public attention with our dynamic and determined approach, we have inspired generations of politicians, decision-makers, and compassionate people to make a difference for animals. As the problem has grown, we have stepped up to meet the challenge across the world, placing the issue on the global agenda for the first time.

Our dedicated team are experts in their fields, combining award-winning campaigning, political lobbying, pioneering investigations, scientific and legal expertise, and corporate responsibility. Educating, challenging, and inspiring others across the globe to respect and protect animals, we investigate and expose the reality of life for animals in laboratories, challenge decision-makers to make a positive difference, and champion better science and cruelty free living.

Our Leaping Bunny programme is the globally recognised cruelty free approval for cosmetics, personal care, household and cleaning products - known as the best assurance there is that a brand has made a genuine commitment to ending animal testing. More than 1,000 brands across the globe hold Leaping Bunny approval, providing real choice for ethical consumers who want to identify and buy cruelty free products.

Widely respected as an authority on animal testing issues, we are frequently called on by governments, the media, corporations and official bodies for advice or expert opinion. We work professionally, building relationships with politicians, business leaders and officials, driving change around the globe to make a difference for animals.

As the lead entity in a group of companies, Cruelty Free International works collaboratively with Cruelty Free International Trust and Cruelty Free Europe in the delivery of its consolidated business plan.

Proposed vacancy details

Job Title:	Administrator
Role:	This is a full time (FTE) and permanent position
Hours:	Monday to Friday – 37.5 hours per week
Location:	Highbury Corner, London N7
Reporting to:	Office & Facilities Manager
Salary:	Negotiable

Benefits

- 12 month interest free season ticket / staff loan
- 31 working days' paid holiday, in addition to Public Holidays'
- Employer's Ethical Investor's Stakeholder Pension Scheme
- Generous training and professional development allowance
- Flexible working hours
- Childcare Voucher Scheme
- Ride-to-Work & Cycle2Work Bicycle Schemes
- Staff Retention Scheme
- Employee assistance programme (EAP)

Terms and conditions

Three-month probationary period

Role purpose

An essential role in the effective running of the office and building facilities, the Administrator position will sit at the centre of the organisation providing key administration across the breadth of our teams.

Responsible for corporate hospitality, the Administrator will provide excellent in-person customer care for visitors to the organisation's central London Hub and act a first point of contact via the organisation's in-bound telephone hunt groups.

Working in support of the Office & Facilities Manager, you will ensure the implementation of the organisation's health and safety procedures on daily basis and contribute more generally to the management and maintenance tasks of the Hub and the broader Crane Grove estate.

Dynamic and able to contribute either independently or as part of a team, you will work with a hands-on approach to establish and help maintain the systems needed to propel the organisation forward.

You will also assist the Engagement & Communications department with ongoing outreach projects, by contributing to periodic fundraising fulfilment tasks related to appeals mailings, and by supporting outward-bound telephone campaign tasks.

Your knowledge, flexibility, energy, and professionalism will place you at the heart of the team making you a vital component in the organisation's continuing success.

Key responsibilities

1. Provide a professional level of corporate hospitality to all visitors to the Hub, from handling visitor bookings, to meeting and greeting, and the provision of refreshments on the day.
2. Support the work of the wider team by responding to in-bound general enquiries via telephone and email, and proactively support the Engagement & Communications team respond to supporter and donor-related enquiries, as required.
3. Work to assist the Engagement & Communications team deliver outward-bound communications tasks, such as periodic mass mailings, and ongoing targeted telephone correspondence.

4. Provide efficient administrative support to our specialist teams, undertaking tasks such as scanning and photocopying; and take responsibility for the development & maintenance of paper and electronic filing systems in support of the Office & Facilities Manager.
5. Be responsible for the circulation of incoming post and the dispatch of outbound mail; and be responsible for the circulation of electronic information to colleagues across the organisation as required.
6. With-a-hands on approach, assist the Office & Facilities Manager in maintaining a facilitated office service for the tenants of the Crane Grove estate, ensuring that health and safety, tenancy services, and general estate maintenance and management tasks are delivered.
7. To act as keyholder and unlock/lock the Hub and wider building on a daily basis.
8. At the request of the Office & Facilities Manager or other senior colleagues, undertake any other duties that are consistent with this post.

Person specification

<p>Essential skills, expertise and understanding</p>	<ol style="list-style-type: none"> 1. Excellent interpersonal skills including the ability to build and maintain strong relationships with colleagues, supporters, customers, visitors, and suppliers. 2. Friendly and personable with excellent communication skills; with the proven ability to deal professionally and efficiently with a broad range of telephone-based enquiries. 3. Excellent written communication skills across a broad range of media and styles, and channels. 4. Ability to strictly maintain agreed organisational messaging protocols, and to use one's own
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	<p>initiative and common sense as required.</p> <p>5. Good working knowledge of Office365 software including Outlook, Excel, Word, and PowerPoint.</p> <p>6. Excellent organisational skills including an ability to prioritise and manage multiple tasks with clear attention to detail.</p> <p>7. Strong commitment to team working, and an ability to build strong, mutually beneficial relationships with colleagues across the whole organisation.</p>
<p>Experience</p>	<p>8. Demonstrable extensive experience of providing excellent telephone and online based customer care.</p> <p>9. Experience of building relationships with internal and external stakeholders and third-party suppliers.</p> <p>10. Proven experience of developing and maintaining administrative systems, including paper and electronic filing.</p>
<p>Specific qualities (e.g. attitudes)</p>	<p>11. A positive and flexible approach to work.</p> <p>12. Proven ability to exercise discretion in respect of confidential information.</p>
<p>Desirable</p>	<p>13. Familiarity with the charitable and not-for-profit sector.</p> <p>14. Knowledge of the issues affecting Cruelty Free International as a small, not-for-profit organisation working to create a world where nobody wants or believes we need to experiment on animals.</p> <p>15. Experience of having administered ICT systems including acting as server administrator or user helpdesk and network trouble shooting.</p> <p>16. Experience of having used a CRM Database</p>

	<p>system in the workplace.</p> <p>17. Accounting, Administration, HR, or relevant building management qualification.</p> <p>18. Experience of office management and facilities management.</p>
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Applicant Privacy Notice

What is the purpose of this document?

Cruelty Free International is a "data controller". This means that we are responsible for deciding how we hold and use personal information about you. You are being sent a copy of this privacy notice because you are applying for work with us (whether as an employee, worker or contractor). It makes you aware of how and why your personal data will be used, namely for the purposes of the recruitment exercise, and how long it will usually be retained for. It provides you with certain information that must be provided under the General Data Protection Regulation ((*EU*) 2016/679) (GDPR).

Data protection principles

We will comply with data protection law and principles, which means that your data will be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.
- Kept securely.

The kind of information we hold about you

In connection with your application for work with us, we will collect, store, and use the following categories of personal information about you:

- The information you have provided to us in your curriculum vitae and covering letter.
- The information you have provided on our application form, including name, title, address, telephone number, personal email address, date of birth, employment history, qualifications.
- Any information you provide to us during an interview.

We may also collect, store and use the following types of more sensitive personal information:

- Information about your health, including any medical condition, health and sickness records.

How is your personal information collected?

We collect personal information about candidates from the following sources:

- You, the candidate.
- Any recruitment agency, from which we collect the following categories of data.
- Your named referees, from whom we collect the following categories of data.

How we will use information about you

We will use the personal information we collect about you to:

- Assess your skills, qualifications, and suitability for the role.
- Carry out background and reference checks, where applicable.
- Communicate with you about the recruitment process.

- Keep records related to our hiring processes.
- Comply with legal or regulatory requirements.

It is in our legitimate interests to decide whether to appoint you to the role since it would be beneficial to our business to appoint someone to that role.

We also need to process your personal information to decide whether to enter into a contract with you.

Having received your CV and covering letter **OR** your application form, we will then process that information to decide whether you meet the basic requirements to be shortlisted for the role. If you do, we will decide whether your application is strong enough to invite you for an interview. If we decide to call you for an interview, we will use the information you provide to us at the interview to decide whether to offer you the role. If we decide to offer you the role, we will then take up references before confirming your appointment.

If you fail to provide personal information

If you fail to provide information when requested, which is necessary for us to consider your application (such as evidence of qualifications or work history), we will not be able to process your application successfully. For example, if we require a credit check or references for this role and you fail to provide us with relevant details, we will not be able to take your application further.

How we use particularly sensitive personal information

We will use your particularly sensitive personal information in the following ways:

- We will use information about your disability status to consider whether we need to provide appropriate adjustments during the recruitment process, for example whether adjustments need to be made during an interview.

- We will use information about your race or national or ethnic origin, religious, philosophical or moral beliefs, or your sexual life or sexual orientation, to ensure meaningful equal opportunity monitoring and reporting.

Information about criminal convictions

We do not envisage that we will process information about criminal convictions.

Automated decision-making

You will not be subject to decisions that will have a significant impact on you based solely on automated decision-making.

Data sharing

Data security

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need-to-know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality. Details of these measures may be obtained on request.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Data retention

How long will you use my information for?

We will retain your personal information for a period of six months after we have communicated to you our decision about whether to appoint you to the role. We retain your personal information for that period so that we can show, in the event of a legal

claim, that we have not discriminated against candidates on prohibited grounds and that we have conducted the recruitment exercise in a fair and transparent way. After this period, we will securely destroy your personal information in accordance with applicable laws and regulations.

If we wish to retain your personal information on file, on the basis that a further opportunity may arise in future and we may wish to consider you for that, we will write to you separately, seeking your explicit consent to retain your personal information for a fixed period on that basis.

Rights of access, correction, erasure, and restriction

Your rights in connection with personal information

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.

- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the Deputy Chief Executive in writing.

Responsibility for data protection compliance

The Deputy Chief Executive is responsible for overseeing compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact the Deputy Chief Executive. You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.