



**Communications and Administrative  
Assistant  
Recruitment Pack  
August 2024**

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## **WELCOME**

Dear Candidate,

Thank you very much for reading this pack and showing an interest in this position. At Action Village India we are very excited to welcome a new member of staff.

Since it was founded in 1988, over thirty years ago, Action Village India has been run by people who are inspired by India. We are united in our belief that every woman, man, and child in rural India has the right to take control of their own life and livelihoods and prosper in fair and equal communities.

India continues to be a country of stark contrasts. Presented as one of the world's fast-growing economies, India is also dramatically unequal. Although poverty has been declining, inequality has been rising since 1991. It is growing nationally, between states, between castes and, sharply, between women and men.

We believe the ways forward for people-centred change should come from India itself. We can achieve this through our support of grassroots organisations working directly within communities, taking forward a range of initiatives in areas of health; girls' education; economic empowerment of women; disability rights; women's rights; campaigning for land and water rights; farmers' education; women's and children's health. Our support is founded on the two principles that are at the core of everything AVI stands for: Partnership and Solidarity.

We have enabled over thirty years of partnership, community and solidarity, creating a web of humanity that has contributed to change and making a difference in the lives of the most marginalised children, women and men in rural India.

We are now looking forwards to our next thirty years of partnership and solidarity. How this expresses itself will keep changing, as it has in the past. We will continue to build on our partners' work and their achievements in prioritising work with all marginalised people in rural India and we welcome you, your solidarity and your support to Action Village India. We welcome you to be a part of making a lasting difference in rural India.

It is a very exciting time to be joining the organisation. After a few tumultuous years during the Covid Pandemic, which impacted India, and mainly communities in rural India, immensely, Action Village India is looking to grow its team and build stronger connections and have a bigger impact while staying flexible, agile, and adaptive.

Your role will be vital in strengthening the organisation. As **Communications and Administrative Assistant** you will work with the team to keep our office functioning smoothly. This is a multi-faceted role working closely with two other members of staff. This is a great opportunity for an organised self-starter who is interested in getting more experience in international development and the charitable sector and being part of a small friendly London-based team.

We are a small organisation and are very effective and dedicated to the work. We are very much looking forward to welcoming you to be part of contributing to creating change for women, men and children in rural India.

**Kavita Pandey**  
Executive Director

## ABOUT US

Action Village India (AVI) is a small UK based organisation that since 1989, has been supporting Indian partner organisations who work alongside villagers in some of the most remote parts of rural India so they can improve their lives, livelihoods and resilience. We work towards an India which is just, fair and inclusive, where all people regardless of sex, gender identity, ethnicity, caste, religion can benefit from the country's economic development and lift themselves out of poverty.

At the heart of our work, are our partnerships; many of which have spanned decades. Our partner organisations are led by Indians and whether these are large or small organisations, or social movements, all work directly at the grassroots level across rural India – from Bihar and Jharkhand in the North, in Odisha and down to Tamil Nadu in the South. The communities they work with, are some of the poorest in India. They are experts in their fields and work hand in hand with local people to design and inform projects to best serve their local communities and secure rights and social justice for women, men and children.

We accompany our partners for the long term, solidarity with our partners and their communities is at the core of how we work. This means we have developed relationships over the years, based on mutual respect, reciprocity and transparency. We are not governed by donor funding cycles and agendas but are led by our partners and the needs they identify and are committed to shared learning and collaboration. We keep our UK costs to a minimum with core staff and rely on an active and engaged set of Trustees, volunteers and supporters. Both staff and Trustees of Action Village India have relationships with staff from our partner organisations, created through ongoing dialogue, partner and community visits and participation in learning forums.



## THE TEAM

The day-to-day work of the charity is carried out during the year by one full time member of staff and two part-time members of staff: The Executive Director (Kavita Pandey), Fundraising Manager (Ashley Wild) and the Communications, Fundraising and Operations Manager (Aneeta Patel). The office is also supported by our Board of Trustees, our Founder Advisor (Ivan Nutbrown), our Founder and Director of Sensetrade/Madras Café (Bryan Osbon) and interns throughout the year; volunteers support numerous Action Village India events including the front of house at Madras Café, part of the WOMAD Festival.



**Kavita Pandey**  
*Executive Director*

Kavita is the Executive Director of Action Village India. She has over 16 years of rich experience working with Civil Societies and Research and Academic Institutions in India and the global south.

Kavita is a seasoned development practitioner with substantial experience in empowering communities especially underprivileged women, to lead the transformation.

She has a strong background in conceptualising development-based interventions, managing various social development programs, efficient resource mobilisation, stitching collaboration, and developing partnerships mostly towards women's economic empowerment and issues impacting women's access to basic human rights.

Her decade long association with the Self-Employed Women's Association (SEWA) India, her work on social development programs with multi-lateral, bilateral, Government Institutions, and Corporates, and her research work with Academic institutions of prestige from the global north have added to her vast experience.



**Aneeta Patel**  
*Communications, Fundraising and Operations Manager*

Aneeta started working with Action Village India in 2018. Aneeta is a great believer in making a difference on a personal level and that's one of the things that most attracted her to Action Village India's work. She has over 20 years' experience in reception/office administration/secretarial roles and has run her own business for nearly 20 years as a knitting teacher and author.



**Ashley Wild**  
*Fundraising and Development Manager*

Ashley is the Fundraising and Development Manager for Action Village India. He specialises in fundraising in for migration and development charities and loves supporting grassroots organisations which make a big impact. He has worked as a fundraising consultant, and previously held the position of Head of Partnerships at an employability charity. In his spare time, he enjoys reading and trips out to museums.

## **JOB DESCRIPTION**

Job Title:	<b>Communications and Administrative Assistant</b>
Job Purpose:	To keep our office functioning smoothly. This is a multi-faceted role working closely with two other members of staff. This is a great opportunity for an organised self-starter who is interested in getting more experience in international development and the charitable sector and being part of a small friendly London-based team.
Reports to:	Executive Director
Salary:	£26,000 pro rata
Hours:	14 hours per week (equivalent to 2 working days) – ideally Wednesday and Thursday.  By agreement there is an option to work an additional 7 events days over the full year. This is related to WOMAD and our other events. This is revised annually based on the agreed workplan.
Location:	Dalston, London (5 Balls Pond Road, N1 4AX)
Contract:	24 months fixed contract with potential for permanent contract thereafter
Annual Leave:	25 days (pro rata)
Pension scheme:	Action Village India provides access to an auto-enrolment pension plan through the Pensions Trust for all staff who have completed 6 months of satisfactory service with 3% employer contribution.

*In line with legal requirements this post is subject to a Right to Work check.*

*Accessibility: We would like to offer our sincere regrets that due to the location of our office this position isn't suitable for anyone with additional accessibility needs. The Action Village India office is on the second floor with a narrow staircase and no lift. If this situation changes in the future, we will update the information for any future vacancies.*

## **1 SPECIFIC RESPONSIBILITIES**

### **1.1 Office Management**

- Oversee the day to day running of the office, including communication with enquirers and supporters.
- Ensure office is compliant with Health and Safety requirements. Ensure compliance with data protection requirements.
- Ensure resources, IT and communication equipment is appropriate and available for staff and volunteer needs.
- Maintain office equipment, stationery and supplies.

- Be the point of contact for the landlord and any other tenants in the shared building.

## **1.2 Finance (record keeping)**

- Managing Petty Cash
- Recording financial expenditure and income from events for the book-keeper
- Recording donations both online and offline
- Maintaining records by keeping the scanned copies of receipts and payments in the designated files both offline and online.
- Any other record keeping work as agreed with the Executive Director.

## **1.3 Administrative support to Fundraising events**

- Administration of sponsorship fundraising events – registration of runners/riders/walkers and their donations.
- Helping set up donation pages for sponsorship online.

## **1.4 Communications**

- Using online tools to design and distribute Action Village India's e-newsletter.
- Uploading information on Action Village India's website.
- Maintaining and servicing the donor and members' database.
- Correspondence with supporters and donors.
- Production and printing of leaflets, advertisements and maintaining records of appeals.
- Distribution of mailings for appeals, newsletters and to our membership – including email groups.
- Managing all donations to the organisation, including CAF, standing orders, Just Giving and other internet sites and correspondence with individual donors.
- Any other administrative and communications work based on the organisations' requirements and as agreed with the Executive Director.

## **1.5 Information Technology**

- Maintaining IT equipment including updating anti-virus software.
- Maintaining Action Village India's filing systems (hard copy, soft and back-up files).



- Liaison with Action Village India's website designer/manager, editing and uploading documents and photos to website.
- Managing email accounts.
- Managing our telephone and broadband accounts.

## **1.6 AVI Activities**

- Management of office-based volunteers as agreed with the Executive Director.
- Booking rooms and other support for Action Village India's trustees' meetings, AGM and other events.

## **2 GENERAL RESPONSIBILITIES**

- Abide by organisational policies, codes of conduct and practices.
- Support and promote diversity and equality of opportunity in the workplace.
- Keep confidential any personal, private or sensitive information.
- Any other duties commensurate with the accountabilities of the post.

## **PERSON SPECIFICATION**

### **EXPERIENCE**

At least one year of office management and administration in a small company or organisation within the voluntary or community sector or social impact space.

### **KNOWLEDGE AND SKILLS**

- Management of volunteers.
- Liaising with various stakeholders
- Excellent communication skills face to face, on the phone and by email.
- Ability to work alone and use own initiative to develop systems, and deal with practical situations as they arise.
- IT skills and experience at a level that supports email, database, social media and use of basic excel spreadsheets.
- Ability to stay focused and efficient in the face of changing priorities and multiple demands, and to deliver work in a timely manner.

### **PERSONAL QUALITIES**

- Commitment to the values and ethos of Action Village India.

- Ability to work well in a team with a flexible approach.
- An ability to apply awareness of diversity issues to all areas of work.
- A self-starter willing to contribute their own ideas to shape the future of the organisation.
- Willingness to learn and grow in the post.

#### **DESIRABLE REQUIREMENTS**

- Interest in and knowledge of international development issues
- Photoshop and Canva experience



## EQUALITY, DIVERSITY AND INCLUSION POLICY STATEMENT

Action Village India recognises that discrimination and victimisation is unacceptable and that it is in the interests of the Charity and its Employees (which includes all staff, trustees, volunteers and interns) to utilise the skills of the total workforce. It is the aim of the Charity to ensure that no Employee or job applicant receives less favourable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender/gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion or belief, sex, or sexual orientation (the protected characteristics).

### Our policy Principles

- We are committed to being an inclusive and diverse organisation which celebrates difference and creates relationships of mutual respect. We know that we must act positively to ensure we work well together and increase our representation of diversity.
- We will not tolerate behaviour that is discriminatory, intimidating, humiliating or causes harm to others. This includes (but is not limited to) abuse, bullying or harassment of any kind.
- Everyone has a duty to uphold these principles and speak out about negative behaviour and practice (either directly through informal discussion or by reporting them).
- Anyone reporting unacceptable behaviours will be taken seriously, offered confidentiality and protected from victimisation as a result of their disclosure.
- We will investigate concerns raised, promptly, taking into account the wishes of the person making the disclosure
- Deliberately false and malicious claims may constitute bullying or harassment and will not be tolerated.
- Managers and Trustees have a specific responsibility and a duty to;
  - Promote positive action and challenge people to act in accordance with expectations.
  - Support people to develop their knowledge and skills in these areas, ensuring that their team members attend the appropriate awareness sessions as required.
  - Act quickly to investigate and act when they are made aware of breaches of our standards.



## HOW TO APPLY AND TIMELINE

Application is by way of CV with a Supporting Statement that should set out your motivations for applying and how your work experience to date meets the scope of the responsibilities. As a general guide, your Supporting Statement should be around two sides of A4 and no more than three sides of A4.

**Please email your CV, including two contactable references, and cover letter** (or address any queries) to [kavita@actionvillageindia.org.uk](mailto:kavita@actionvillageindia.org.uk)

**CLOSING DATE FOR APPLICATIONS: 9 AM, Monday 16<sup>th</sup> September**

### Selection Process and timescales:

- 1. 9am Monday 16<sup>th</sup> September 2024**  
Deadline for applications
- 2. Wednesday 18<sup>th</sup> September**  
You will receive an email from us whether or not you have been selected for an interview. You will also be asked to complete a written exercise(s) before the interview.
- 3. Monday 23<sup>rd</sup> September 17:00**  
Deadline for submission of written exercise(s)
- 4. Friday 27<sup>th</sup> September**  
Interviews
- 5. You will be informed of our decision on your application and interview as soon as possible after 27<sup>th</sup> September.**
- 6. Thursday 2<sup>nd</sup> October or when discussed and agreed**  
First possible starting date or starting date when discussed and agreed.

