

JOB DESCRIPTION – Mailbox Administrator

Location Home working

Status Multiple positions - Volunteer

Length of role: At least 2 hours a day are required for 4 to 5 days a week.

Role Description

Emails are currently the primary point of contact for Members, the public and other interested parties and this will continue to be so, until the party is registered with the Electoral Commission and starts to open Branches. Reporting to the Mailbox Team Leader, this role is to work as part of a team to respond to emails, within agreed times and take action to address the issue or questions.

Administrators will follow guidance on how to respond to emails and actions to take to address the question quickly. Administrators will spot recurring issues and propose solutions to share with the team. Some answers are scripted, but many need a personalised response and often an exchange of emails to resolve the issue.

Responsibilities

Responding to emails

Review emails to identify the issue and the solution, provide information, guidance or taking actions to resolve the issues or pass on to someone else.

For ambiguous emails, contact the sender to elicit further details or information to identify the problem.

When necessary pass the email or issue to others in the organisation as appropriate.

Identify and report where there are issues with the website, or trends and issues that are arising that need to be addressed.

Input to the FAQ pages on the website on the topic.

Working as part of a team

Contributing to developing the guidance documents that Administrators use on an ongoing basis and which support onboarding new Administrators.

Provide support and guidance to other Administrators on day-to-day questions. And make recommendations to resolve..

Monitor and report

Capture information needed by the Team Leader to provide reports to managementMonitor to identify trends and issues that are arising, investigate, inform the appropriate teams or individuals and implement the agreed actions.

IT systems

Agree and approve the appropriate level of access team members have to any systems and maintain an audit trail of access.

Work with the system managers to ensure system issues are resolved or suggestions for improvements are evaluated and actioned if appropriate.

Competences and skills

Essential

Proven experience in communicating with the public or private individuals and delivering a customer service.

Strong interpersonal and communication skills to connect with a diverse range of members and stakeholders. Excellent English and grammar skills, articulate and confident in writing.

Familiar with Google Suite and emails.

Ability to identify issues and make recommendations for improvements.

Application process

Forward a full CV with a covering letter to yvette@advanceuk.org.uk, setting out how you meet the essential criteria and what you can bring to the role. Please do not send speculative applications in as we do not have time to train someone into the role and there will be many other volunteering positions advertised soon.