

JOB DESCRIPTION: Campaigns Administration Assistant

1. To provide dedicated administrative support to the campaigns team, enabling campaigners to focus on strategic, creative and high-impact campaigning work.
2. To manage and respond to supporter communications, including handling emails and calls, undertaking follow-ups linked to external communications, and helping to maintain positive and respectful supporter relationships.
3. To support management of shared inboxes, helping to triage and respond to enquiries efficiently and consistently.
4. To manage leaflet and campaign materials inventory, including monitoring stock levels, organising reprints, and liaising with external printers and suppliers.
5. To organise and prepare materials for campaign actions, events and volunteer activity, ensuring resources are available, accurate and up to date.
6. To handle campaign send-outs and mail-outs, helping to reduce reliance on external suppliers and manage this work efficiently in-house where possible. This will require attendance in the Tonbridge two days per week.
7. To provide ongoing administrative support for campaigning websites and other activities.
8. To maintain organised and accessible digital filing systems, databases and shared documents.
9. To work collaboratively with the campaigns, communications and wider team to support the smooth day-to-day running of campaigning activity.
10. To provide weekend support for campaigns, events or urgent communications when required, with time off in lieu.
11. To support the general work of the campaigns team and contribute to the effective day-to-day running of the organisation.

Note: While this role is largely based on normal office hours, occasional weekend work will be required. Time off in lieu will be given as appropriate. Flexible working arrangements will be considered, included compressed hours.

PERSON SPECIFICATION: Campaigns Administration Assistant

Essential

- A strong commitment to animal rights and clear alignment with Animal Aid's aims and values.
- A good understanding of campaigning and how campaign organisations operate.
- Proven administrative experience, with excellent organisational skills and attention to detail.
- Ability to manage multiple tasks, prioritise effectively and work calmly under pressure.
- Confident and professional communicator, particularly in written correspondence with supporters and the public.
- A proactive self-starter who can work independently and identify tasks that need doing.
- Comfortable working as part of a small, busy team and providing flexible support when required.
- Confident using standard office IT systems, including email, shared drives and document management tools.
- Willingness to work some weekends, with notice.

Desirable

- Experience working in a campaigning, advocacy or campaigning charity environment.
- Experience managing stock, print materials, or supplier relationships.
- Experience handling inboxes or supporter/customer enquiries.
- Familiarity with digital filing systems and collaborative working tools.

Role expectations

- This post is intended to be a long-term, stable role within the campaigns team.
- We are particularly keen to hear from applicants who are looking to settle into a role and make a sustained contribution, rather than those seeking rapid progression into other positions.
- Reliability, consistency and continuity are essential to the success of this role and to supporting team wellbeing.