The Inquirer Publishing Company (2004)

Job description

# Subscriptions administrator

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| Salary | £15 per hour plus appropriate expenses (paid monthly) |
| Hours | Average 4 hours per week (variable throughout the year) |
| Duration | 2 years fixed term in the first instance |
| Location | Home-based |
| Reports to | Finance Director and Chair of the Board (responsibly ultimately to the Board of Directors) |
| Date | October 2017; amended October 2018 |

The Inquirer Publishing Company (2004), publishers of The Inquirer, the oldest established non-conformist newspaper in the UK, seeks to appoint a self-employed contractor to serve as a part time administrator.

# About The Inquirer

The Inquirer is the longest-lived non-conformist paper. The first issue was published on 9 July 1842. It seeks to serve the Unitarian movement as a whole, as well as congregations and individuals, by being the voice of British and Irish Unitarianism, providing a fortnightly platform for news, views and information. Still published fortnightly, it is the voice of the British and Irish Unitarians and Free Christians. It contains Unitarian news predominantly from within the UK, reflective words, articles on contemporary matters and letters to the editor.

The Inquirer Publishing Company (2004) was registered as a private company limited by guarantee on 13 November 2003. It is also a registered charity. The publicationis published fortnightly, except in August and December when a double issue is produced.

Our current editor is [M Colleen Burns](http://www.inquirer.org.uk/pages/the-team/the-editor). The paper is managed by [The Inquirer Board](http://www.inquirer.org.uk/pages/the-team/board), whose members are also trustees of the charity. Find out more: [www.inquirer.org.uk/pages/](http://www.inquirer.org.uk/pages/)

# Context of the role

The administrator post is one of two paid roles working alongside members of the Board (all volunteers) to ensure the smooth operation and delivery of the paper. The administrator will work closely with the Finance Director and the Editor, and act as key liaison with the printers and distributors of the paper (an external company).

We are looking for an administrator who will support the Editor of the The Inquirer and the team of volunteer directors, to ensure the smooth and effective administration of the publication’s operations.

You will be responsible for maintaining subscription records, sending out renewal letters, preparing and distributing invoices, ensuring an up-to-date list of subscribers and addresses is provided for the distributor, and raising invoices for advertisers. There may also be an opportunity to develop the role to include book-keeping duties (subject to appropriate additional recompense).

A flexible and energetic approach is important, as is the ability to establish a good rapport with customers, suppliers, the Editor and members of the Board. There is a requirement to demonstrate a high level of customer service and to show initiative in performance of the role.

# Main responsibilities

## Maintaining subscription records

1. To maintain a bespoke database of subscribers, ensuring it is kept up-to-date and accurate, including changes in contact details of subscribers.
2. To communicate annually with the named contact in congregations regarding renewal of bulk subscriptions.
3. To send out subscription reminders (and follow-ups as required) to individual subscribers.
4. To update the database to reflect changes in subscriptions.
5. To deal with any queries or complaints, referring matters to the Editor and/or the Chair as appropriate.
6. To provide management information/reports when required, eg monthly reports of subscription numbers, changes in subscriptions, outstanding invoices, and others as requested by members of the Board.
7. To attend a minimum of one Board meeting per year (date and venue to be agreed).

Please see these videos which introduce aspects of the subscription database:

* Handing Payments: <https://youtu.be/fclExnsZMls>
* Renewals: <https://youtu.be/7j4zRFkc1XY>

## Printing and distribution

1. To provide the number of copies required and the addresses to which copies should be sent (usually fortnightly).
2. To respond to queries, including complaints, regarding distribution of copies.
3. To distribute PDFs to overseas subscribers and members of the Board (opted-in).

## Finance

1. To undertake book-keeping duties, and ensure posting and book-keeping is kept up-to-date.
2. To maintain a cashbook in a form that can be emailed to the Finance Director to go directly into the accounting system.
3. To arrange payments to creditors as appropriate ad arrange appropriate signatures on payments.
4. To ensure that VAT details of receipts and invoices is included in the cashbook.
5. To make the necessary arrangements to collect payments from debtors and to bank payments promptly.
6. To forward details of all payments/receipts to the Finance Director.
7. To ensure Gift Aid and details of donations are recorded in the cashbook.
8. To invoice the GA[[1]](#footnote-1) for the support grant and funding for (a) sponsored page(s).

## Advertising

1. To refer enquiries about advertising to the Editor.
2. To issue invoices and insertion certificates to advertisers and those sponsoring pages, as directed by the Editor.

## Remuneration/time-keeping

1. To maintain a detailed log of work completed and time spent.
2. To invoice the Finance Director monthly for hours worked.

## Additional duties (to be agreed)

1. To do the book-keeping.
2. To liaise with the Finance Director to produce monthly profit and loss statements.

# Person specification

The successful candidate will be able to demonstrate the following knowledge, experience and attributes.

1. A good general education, at least GCSE or equivalent including Maths and English.
2. Experience of business related administrative processes and activities.
3. Experience in a customer-facing role.
4. A good working knowledge of the Microsoft Office suite, particularly Word and Excel, and experience in the use of email. This should include:
5. experience of merging data or text from different sources to create reports, and an ability to generate documents from multiple sources;
6. experience of using Excel spreadsheets at an intermediate level to capture, manage and report information.
7. A demonstrable ability to work both under direction and on own initiative.
8. Good organisational, networking and time management skills.
9. An ability to perform tasks accurately with good attention to detail
10. An ability to analyse problems and formulate solutions
11. Effective written and verbal communication skills.
12. Discretion and ability to maintain confidentiality, including an awareness of data protection regulations.
13. A willingness to work flexibly, as the service requires, including attending one board meeting a year.

## Desirable

1. Familiarity with SAGE accounting systems, or a willingness to learn.
2. Experience of book-keeping.
3. A commitment to continuing professional development.
4. A knowledge of the Unitarian and Free Christian movement.

1. General Assembly of Unitarian and Free Christian Churches, Essex Hall, London [↑](#footnote-ref-1)