

Administrative Assistant

Job Summary:	<p>We are looking for an ambitious and passionate individual to deliver exceptional administrative support for our fundraising and services teams, as well as providing PA support to our Charity Manager.</p> <p>You will assist with the smooth running of the BTRS office, developing a wide range of administrative skills and providing support to our extensive fundraising and events programme to ensure supporters are stewarded effectively.</p>
Responsible to:	Charity Manager
Salary	£18,000 per year, pro rata
Hours:	15hrs p/w
Contract:	Permanent
Location:	Office based 31 Otley Road, Headingley, Leeds LS6 3AA

Principal Responsibilities

Supporter Care
<ul style="list-style-type: none"> • Provide professional and personal service to our supporters via email, telephone, post and digital communications. • Support the Community Fundraiser and Finance Officer with admin tasks as required, for example sending letters and communications to supporters. • Maintain accurate records on the Microsoft Dynamics CRM, of contacts across services and fundraising. • Utilising the CRM to monitor and record all supporter communications. • Issuing thank you letters and achievement certificates, liaising with members of the team to ensure accuracy. • Collation and distribution of fundraising materials. • Collection tin co-ordination. • Assisting with the organisation of our programme of fundraising events. • Contacting potential event sponsors and supporters by telephone and in writing.
Services Support
<ul style="list-style-type: none"> • Take messages from patients and their families, ensuring these are recorded on the CRM effectively for our Services Support Co-ordinator. • Collation and distribution of services materials. • Assisting with support group and services event administration.
Shop Support
<ul style="list-style-type: none"> • Update the charity noticeboard in the shop on a regular basis • Undertake admin tasks as required by the shop team, including printing posters, signs and other materials. • Support the shop team with social media, specifically Instagram, for sales promotions. • Cover the shop counter for staff lunches and meetings, as required.

General

- Provide administrative assistance to the Charity Manager, as required.
- General photocopying and filing.
- Take and produce minutes at team meetings.
- Prepare, record and send post using a franking machine.
- Booking, preparing and organising meeting rooms.
- Assist with any other ad hoc duties and administrative support as required by the fundraising or services teams.
- To actively participate in individual performance review and any training or development identified to further enhance your role with BTRS.

This Job Description is not intended to be exhaustive and it remains subject to change at any time to meet the changing needs of the charity.

Person Specification

Knowledge & Experience

Essential

- Experience of working in an environment requiring excellent organisational skills, ability to plan workload and to meet deadlines.
- Excellent customer service skills.
- The ability to ensure accuracy and pay attention to detail.
- Excellent written and interpersonal communication skills, including telephone, email and face-to-face.
- Advanced IT skills with good knowledge of Microsoft Office.
- The ability to work as part of a team and independently.

Desirable

- Experience of working within a charity.
- Experience of working within a fundraising environment.
- Experience of working with a database CRM system.
- Working knowledge of Microsoft Dynamics CRM

Personal Characteristics

- Upholds the values and mission of Brain Tumour Research and Support Across Yorkshire.
- To be resilient to working in a high-pressured environment, dealing with emotional situations concerning our family's circumstances.
- Willingness to understand the needs of the brain tumour community across the region.
- Passion for charity work.
- A professional and accountable approach to work.
- Enthusiastic, ambitious and keen to learn.
- The ability to work as part of a team.
- Confident and well presented.
- Flexible approach to work.

About Brain Tumour Research and Support Across Yorkshire

Background

Founded in 2003 and originally named Andrea's Gift, Brain Tumour Research and Support Across Yorkshire (BTRS) is Yorkshire and Humber's leading brain tumour charity. Offering practical, financial and emotional support to both adult and child brain tumour patients, together with their families.

We fund brain tumour research in Yorkshire; we hope this research, dedicated to identifying new approaches to the discovery and treatment of brain tumours, will improve outcomes for patients.

At BTRS we are a small team who are growing to meet the needs of those affected by a brain tumour in Yorkshire. Around 12 new cases of primary brain tumour are diagnosed in the region every week.

Our Mission

We are a Leeds based charity funding brain tumour research in Yorkshire and supporting people across the region affected by a brain tumour.

Our Vision

We want to cure a devastating disease that affects so many people. Whilst we are waiting for a cure we will provide the best patient and family support network in Yorkshire.

Our Key Aims

- Loving support: we offer an open door to a community who has been through this before
- Loving research: we fund next generation research because we want to find a cure

Successful candidates will be invited to a formal Interview on Friday 8th November 2019

To apply please send the completed application form and signed GDPR consent form with a cover letter to:

Marie Peacock
Charity Manager
BTRS
31 Otley Road
Headingley
Leeds
LS6 3AA

Or email to: info@btrs.org.uk

Deadline for applications: 5pm Monday 28th October 2019

Application Feedback: Unfortunately, due to the large number of applications we receive, we are unable to provide feedback to those applicants who are rejected prior to interview.