

Role Profile: Assistant Administrator

Role information

Reports to: Senior Foundation Administrator

Role level: Assistant Administrator

Job purpose

To provide administrative support for activities within all three departments across The Foundation, including Finance & Resources, Fundraising & Marketing, and Patient & Family Services. This will involve working directly with the Senior Foundation Administrator.

Key responsibilities

Office & Finance

- Provide cover on the general enquiries admin line, signpost where necessary and take payments over the phone.
- Monitor the orders and enquiries email inboxes, and action as necessary.
- Maintain and update information on the in-house CRM database, Subscriber.
- Assist with post duties, including sending out materials as required.
- Undertake stock checks for stationery and merchandise, as well as tidying and ordering.
- Arrange travel and accommodation for staff when required.
- Make arrangements for both internal and external office meetings, including set-up, catering and promotion of the meeting room.
- Assist with the fulfilment of publication and merchandise orders.
- Upload member information to the online forum.
- Assist with general office filing/administrative projects.

Fundraising & Marketing

- Complete administration for fundraising events, through adding data to Subscriber and to spreadsheets on the shared drive, plus collecting all necessary health and safety forms.
- Deliver fundraising tasks such as: adding donations, sending thank you letters and emails, making telephone calls, and fulfilling orders for fundraising materials and packs.
- Support membership activities e.g. renewals and sending new member packs.
- Work with the Senior Administrator to produce the membership monthly e-bulletin and monthly web-enquirers e-bulletin – to include both fundraising and patient services updates.
- Monitor Just Giving donations and update the fundraising tracking spreadsheet.
- Support the fulfilment of fundraising activities and campaigns, such as direct mail, raffles etc., through proofing letters, printing, organising volunteers for in-house mailings, ordering raffle prizes and sending to winners.

- Under the guidance of the Senior Administrator and Head of Fundraising, assist with larger projects within this department as and when required, e.g. organisation of landmark fundraising events or charity receptions; prospects research for trust funding applications; and preparation for appeal mailings.

Patient & Family Services

- Helplines statistics - collect and process call sheets and input statistics monthly.
- Oversee the publications' stock and track stocking levels, working with the Head of Patient & Family Services.
- External events – prepare and distribute materials for external events e.g. information stands.
- Under the guidance of the Senior Administrator and Events & Volunteers Manager, assist with larger projects within this department as and when required, e.g. delivering tasks for the National Pituitary Conference; assisting with preparation for Focus Groups; and providing administration support towards campaigns.

General

- Produce monthly report of activities for CEO and any other reports, as and when required.
- Maintain and update website content using the CMS if required.
- Contribute to the delivery of The Foundation's social media presence.

Behavioural competencies

Employees are expected to meet behavioural standards described in the competency framework. These are organised into the following 6 categories and descriptions are specific to the role level.

1. Communication
2. Teamwork
3. Leadership
4. Delivering quality
5. Customer service
6. Improvement and change

Qualifications

Essential

- Educated to at least 'A' level standard or equivalent.

Experience

Essential

- Experience of providing administration support across a range of activities.
- Proven organisational skills when undertaking many different tasks.

- Communicating with people through a variety of channels, including over the telephone and by email in a work setting.
- Experience of using IT and databases competently.
- Experience of using social media and proven digital skills.
- Producing quality written information and communications.

Desirable

- Experience of working within the voluntary sector in a paid or unpaid capacity.
- Updating websites and using content management systems.
- Experience of working with volunteers.
- Experience, knowledge and awareness of pituitary conditions.

Further information about the role

Hours: 17.5 hours per week

Salary: £16,000 (pro-rata)

Holiday: 26 days plus Bank Holidays (pro rata)

Location: National Support Office, Bristol

Additional information about The Pituitary Foundation

The Pituitary Foundation is the leading charity in the UK dedicated to supporting pituitary patients. We provide support to people affected by conditions of the pituitary gland which can include: acromegaly, diabetes insipidus, prolactinoma, Cushing's and hypopituitarism. We run Local Support Groups around the UK and ROI, a Patient Support & Information Helpline, Endocrine Nurse Helpline, telephone buddy system and provide publications. To enable this we have an extensive fundraising programme including a membership scheme, events and apply to trusts and other funding sources for grants. Our small dedicated team of employees are based in Bristol and we have 140 volunteers supporting us nationwide.

This role profile is not exhaustive, it will be subject to periodic review and may be amended to meet the changing needs of the business. The post holder will be expected to participate in this process and The Foundation would aim to reach agreement to any changes.