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| **Job Description** |
| **Designation for the purposes of this period:** | **Office Support and Stewardship Officer** |
| **Reports to:** | **Director of Operations** |
| **Responsible for:** | **N/A** |
| **Job Description last reviewed**  | 13 August 2021 |
| **Duration:** | **One year** initially, with possibility of a further extension |
| **Hours of work:** | 35 hours per week Mon to Fri. |
| **Location:** | Sudbury, Suffolk Office  |
| **Salary:** | £21K-£24K depending on experience  |

**1. CONTEXT AND PURPOSE OF JOB**

* 1. To ensure the smooth running of the Sudbury office functions, supporting the good financial administration of the organisation, working to steward, thank and log donations and to update the charity databases and spreadsheets as required.

1.2 To ensure and provide an efficient frontline service to people contacting the charity by telephone, email, and in person.

**2. MAJOR DUTIES AND RESPONSIBILITIES**

**2.1 MARKETING, COMMUNICATION and FUNDRAISING**

2.1.1 To assist with identifying charity contacts (e.g. email addresses) in line with GDPR, updating the database as appropriate.

2.1.2 To process and steward all donations and fundraising enquiries – ensuring all donors are thanked and added to the mailing list in line with GDPR processes.

2.1.3 To undertake the administration of all training events and conferences, including promotion, booking venues, organising refreshments, creating documentation and attending events where required.

2.1.4 To undertake all bookings and the routine administration of conferences and other events, including assisting with promotion/implementation, booking venues, organising refreshments, creating conference documentation and attending events where required.

2.1.5 To maintain an overview of the fundraising and marketing database and CRM functionality – including updating, running reports and conducting mailouts.

2.1.6 Working with the Director of Operations (and where appropriate the External Affairs Team) to shape centralised support materials including case studies, testimonies, photo and video materials and statistical information.

2.1.7 To catalogue media coverage and archive the media database, including monitoring and recording information onto the database.

**2.2 GENERAL**

2.2.1 To respond appropriately to telephone, written and email enquiries, ensuring an effective receptionist system, open and distribute post in conjunction with other staff members, and maintain own diary (making travel/booking arrangements as necessary).

2.2.2 To undertake miscellaneous office duties as necessary, including photocopying, booking couriers, greeting visitors and providing refreshments for meetings, compiling expenses claim forms etc.

2.2.3 To maintain an overview of designated email boxes, ensuring emails are appropriately acknowledged and forwarding to a relevant staff member when necessary.

2.2.4 To provide administrative support when needed to managers and projects, including filing, mail merge of individual or large mail-outs, preparing labels, assistance with appeal letters and photocopying.

2.2.5 To provide on-site support to the CEO (based in the Sudbury office) including travel arrangements, meeting and schedule management as and when required.

2.2.6 To provide ad hoc triage support for Helpline service.

2.2.7 To travel as required to events and conferences.

**3.1 FINANCE**

3.1.1 To be administrative lead on all in-house fundraising stewardship and administration ensuring that donations are logged correctly on the fundraising database and filed in line with codes and budgets.

3.1.2 To oversee and ensure the appropriate administration of the petty cash system, including issuing receipts, balancing income and expenditure, informing the Finance & Business Partner in the first instance of any discrepancies, and requesting additional funds when the balance falls to a pre-set limit.

3.1.3 To arrange payment against invoices and expenses claims, ensuring authorisation sheets are appropriately completed, to complete a registry sheet for cheques received, and to bank monies as per charity policy.

3.1.4 Effective filing of financial documentation in preparation for month end, year-end and audit processes.

3.1.5 To provide support when required for online banking payment authorisation

**3.2 HUMAN RESOURCES**

3.2.1 To assist with creating and issuing job application packs, placing adverts, and providing general administrative support relating to recruitment where requested.

**Person Specification**

**Essential Criteria**

**Qualifications / knowledge:**

The ideal candidate will have:

* A Levels or equivalent, as a minimum
* Good working knowledge of websites and CRM platforms
* Strong IT skills including but not limited to MS Office and databases

**Experience**

* Experience of database updating
* Experience of administration systems and office systems
* Experience of collating and filing of finance materials and monies
* Experience of using simple spreadsheets and databases e.g. Excel and Access

**Skills and Abilities**

* Ability to work on own initiative
* Ability to produce quality documents such as leaflets or newsletters
* Excellent time management skills
* Excellent verbal, written and presentation skills
* Excellent proof-reading and editing skills
* Ability to work individually and as part of a team
* Ability to be flexible in response to changing needs

**Personal Qualities**

Ambitious, innovative, self-motivated and target driven. Able to show empathy for people experiencing elder abuse and their families. Trustworthy, confidential, patient and a good relationship builder. Enjoys working individually and as part of a team.