



Administrative and Events Co-ordinator Job Description

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| LOCATION | Bristol (office/home based) |
| RESPONSIBLE TO | Operations and Project manager, Practice & Service Development Team |
| DIRECT REPORTS | None |
| STATUS OF ROLE | Full Time 35 hrs per week |

PURPOSE OF POST

This postholder will undertake a range of administrative duties on behalf of members of the Practice and Service Development (PSD) team who provide support and information to both professionals and family members caring for a child with a life-limiting condition. The postholder will organise a range of events, including webinars, forums and assist with planning our biannual conference.

SUMMARY OF DUTIES AND RESPONSIBILITIES

General Administration

1. Carry out administrative duties as needed to support the work of the wider PSD team eg schedule meetings, travel arrangements, booking accommodation, keep on top of email correspondents and maintain records of correspondence where necessary.
2. Actively contribute to PSD team meetings and to wider organisational meetings and events where appropriate.
3. Carry out administrative duties such as filing, typing, copying, scanning and posting resources ordered via the website and arranging courier collections as required, maintaining records on CMS of resources sent out.

4. Carry out administrative duties to enable families to benefit from direct support opportunities that may be available to them (eg booking of short breaks, booking of accommodation/travel).
5. Work with the team to support the development, production and review of a range of communications, publications, resources and newsletters, e-communications including checking and updating web links and references, ensuring a consistent approach to style and corporate identity is maintained.
6. Maintain awareness of resource stock levels, taking appropriate action when stocks are low.
7. Sending standardised emails to families benefitting from a Butterfly Fund grant (twice monthly).
8. Assist PSD team members with the production of presentations.

Event Administration

9. Provide administrative support in the planning and organisation of meetings and events, for example circulating Doodle polls, setting up Zoom meetings, sending email invites/liasing with venues. Keep track of attendees managing bookings and dealing with enquiries from delegates in a timely manner.
10. Provide administrative support during and following meetings and events, for example taking and distributing minutes of meetings, sending out evaluation forms and collating results.
11. Work with colleagues in communications to ensure promotion of events.
12. Working with colleagues in the Communications Team and PSD, to assist with the planning and organisation of Together for Short Lives' national conferences.

Membership services

13. Act as the first point of contact for member communications, ensuring members receive membership benefits and their contact information is kept up-to-date.
14. Dealing with membership queries, including access to the membership area of the website.
15. Servicing membership requests and ensuring new members are welcomed and understand the benefits of membership.
16. Design and develop tools to consult members and other stakeholders, such as surveys and e-consultations.

Data management

17. Maintain up to date and accurate contact lists on our databases.
18. Respond to external inquiries in a timely manner, progress action as necessary.
19. Setting up and distributing online surveys and collating results.
20. Updating information on our website as required.
21. To carry out any other duties as are within the scope, spirit and purpose of the post as requested by your line manager.

PERSON SPECIFICATION – Administrative and Events Co-ordinator

| QUALITIES | ESSENTIAL | DESIRABLE |
|-------------------------------|--|--|
| Qualifications | A demonstrable commitment to continuous professional development | Certificate in IT |
| Experience | <p>Providing administrative support to a team</p> <p>Experience of working with a range of internal and external stakeholders (phone/email)</p> <p>Keeping accurate records</p> <p>Events/meetings organisation (online and in person)</p> | <p>Knowledge of data protection (GDPR) and confidentiality protocols</p> <p>Previous involvement in health/social care sector</p> <p>Experience of database management and development.</p> <p>Experience of developing surveys and evaluation tools, Survey monkey, doodle poll, calendar invites</p> |
| Skills & Abilities | <p>High level of IT ability across a range of platforms (Web, Zoom, Microsoft Programmes)</p> <p>Knowledge of appropriate software including Microsoft Word, Excel, Outlook, PowerPoint and Adobe Acrobat.</p> <p>Exhibits polite and professional communication via phone, email and mail.</p> <p>Ability to communicate in a with a broad range of people – colleagues, external partners and beneficiaries</p> <p>Ability to input into, and pull information from, databases and Excel</p> <p>Ability to prioritise workload in a demanding environment, strong organisational skills</p> <p>Attention to detail</p> | <p>Updating web copy using WordPress</p> <p>Transcribing and proof reading</p> <p>Note taking</p> |

| QUALITIES | ESSENTIAL | DESIRABLE |
|---------------------------|--|--|
| Personal Qualities | <p>Ability to work effectively in a team and as an independent worker</p> <p>Energetic with enthusiastic approach to work</p> <p>Good time management</p> <p>Committed to the vision, mission and values of the charity.</p> | <p>Empathy with the children's palliative care sector.</p> |