

JOB DESCRIPTION

JOB TITLE: Administrative Assistant

LOCATION: Bristol based

RESPONSIBLE TO: Head of Operations

DIRECT REPORTS: None

TYPE OF ROLE: Full Time (35 hours per week), fixed term 12 months

PURPOSE OF POST:

This postholder will undertake a range of administrative duties to support a 3-year energy project and the work of the broader Programme and Service Development (PSD) team. The aim of the project and work of the team is to maximise opportunities available to families caring for children with a life-limiting condition, ensuring they have access to information, grants and education to support them in their caring roles. The postholder will play a key role in ensuring the smooth delivery of an energy project, consisting of a campaign, grant scheme and delivery of workshops. Working alongside colleagues they will support the wider team members to cascade information and opportunities across our stakeholder groups.

To support the work of PSD, the postholder will play a role in responding to enquiries that come in via the telephone, email and website to ensure that our stakeholders have the information and support they need.

# DUTIES AND RESPONSIBILITIES

# Provide administrative support to the energy project and wider Family Support Hub.

# Day to day administration

* Take meeting notes and oversee file management of documents relating to the energy project and its associated campaign
* Assist in diary management of booked sessions between the Energy Advisor and families
* Set up online events and support registration, delivery and evaluation of webinars
* Set up meetings and training sessions between the Energy Advisor and the Family Services team (family hub and outreach workers)
* Disseminate resources as requested

# Grant administration

* Support processes associated with the energy grant, ensuring applications are stored in line with data protection guidelines
1. Energy workshops
* Liaise with host services to set up a series of energy educational workshops for families and staff
* Work alongside our Comms Team to produce and disseminate materials to promote these workshops
* Provide administrative support to ensure the smooth running of the workshops, from promotion and registration through to delivery and evaluation.

# Other

* Maintain contact records on our CRM database
* Upload content onto website
* Triage calls coming into our main switchboard and Info@ email account, referring onto colleagues as required
* Provide administrative support across the PSD team, e.g. setting up online meetings, file management, posting out of resource, responding to member requests
* Attend PSD team meetings and contribute to wider organisational meetings and events as appropriate

**PERSON SPECIFICATION**

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| **QUALITIES** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications** | 5 GCSE’s or equivalent. | International Computer Driving Licence (ICDL) or equivalent |
| **Experience** | Providing administrative support to a teamUse of online booking systems for eventsWorking with a wide range of stakeholders | Working as a member of a small project teamRecord keeping and awareness of GDPR principlesDeveloping surveys and evaluation tools – Survey Monkey, Doodle polls, calendar invites etcInvolvement in grant application processesWorking as a PA |
| **Skills & Abilities** | Excellent telephone manner and ability to communicate clearly and effectively with a wide range of people, both verbally and in writing.Good organisational skills. Able to plan, prioritise and implement work allocated in a timely manner.Cultural sensitivity and awareness.Excellent I.T Skills including experience using Microsoft office and data bases Ability to store and access data from databasesAbility to respect and maintain confidentiality. | Ability to engage well with excluded and disadvantaged individuals.Involvement in planning and/or running events. Web-editing (eg use of Word Press) Data collection and analysisNote taking  |
| **Personal Qualities** | Empathetic and non-judgemental approach to working with service usersAbility to work effectively in a team and as an independent workerGood time managementCommitted to the vision, mission and values of the charityAttention to detail | Empathy with the children’s palliative care sector  |