

JOB DESCRIPTION

JOB TITLE: Finance and Admin Assistant

LOCATION: Bristol based

RESPONSIBLE TO: Grants and Project Operations Officer(PSD) and Finance & Payroll Officer (Finance)

DIRECT REPORTS: None

TYPE OF ROLE: Full Time (35 hours per week), fixed term 24 months

PURPOSE OF POST:

The postholder will work across two teams – Practice and Service Development (PSD) 0.6 WTE and Finance 0.4 WTE.

Within PSD they will undertake a range of administrative duties relating to the delivery of services to families. The aim 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 processing and recording of referrals for support offered by Together for Short Lives and our delivery partners.

Within Finance, they will play an integral role in ensuring the smooth running of the finance administration of the organisation. This will primarily be within Accounts Payable.

# DUTIES AND RESPONSIBILITIES

# Provide administrative support to the Family Support Hub.

# Day to day administration

* Maintain client records on our family CRM, up-loading documents and evidence as required and closing cases once activity is completed
* Responding to web requests for resources and preparing packages for courier services
* Processing web requests to be added to mailing lists

# Grant administration

* Process and submit applications for an energy grant via a third party platform, ensuring applications are stored in line with data protection guidelines
* Receive and log applications and then liaise with families for payment details who have been referred for a Butterfly Fund grant
* Support the processing of other grants that may be available eg Food Vouchers

# Finance

* Process supplier invoices, and staff and volunteer expenses via the finance system, ensuring they are appropriately coded and processed in a timely manner.
* Process payments of invoices and expense claims in monthly payment runs, and issue remittances to support these.
* Process grant payments to families and member organisations, keeping relevant trackers up to date.
* Process credit card returns, ensuring appropriate receipts are provided and spend is coded appropriately.
* Liaise directly with external providers to confirm bank details and raise queries.
* Reconcile supplier statements with the ledger, liaising with the supplier to rectify any discrepancies.

1. **Other**

* Maintain contact records on our professional CRM database and Finance system.
* Support Membership Services by posting jobs onto website
* Provide administrative support across the PSD and Finance teams, e.g. file management, posting out of resources, responding to member requests, maintaining a team mailbox.
* Attend Finance and 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 (Grade C/4 or above) | International Computer Driving Licence (ICDL) or equivalent  AAT (Association of Accounting Technicians) or similar |
| **Experience** | Providing administrative support to a team  Following basic financial procedures  Handling confidential information | Record keeping and awareness of GDPR principles  Involvement in grant application processes  Working in the charity sector |
| **Skills & Abilities** | Excellent communications skills, both verbal and written  Excellent numerical skills  Excellent I.T Skills including experience using Microsoft Office and databases  Good organisational skills  Ability to plan, prioritise and implement work allocated in a timely manner  High level of accuracy and attention to detail  Cultural sensitivity and awareness. | Web-editing (eg use of Word Press)  Data collection and analysis  Knowledge of Microsoft Dynamics Business Central |
| **Personal Qualities** | Empathetic and non-judgemental approach to working with service users  Ability to work effectively in a team and as an independent worker  Good time management  Conscientious, willing and positive attitude to the role  Committed to the vision, mission and values of the charity  Trustworthy and honest | Empathy with the children’s palliative care sector |