

1 in 10 women in the UK – that’s 1.5 million - have endometriosis and it can affect every aspect of their lives. Help us ensure they get the support they need.

Job title: Administration Officer
Reporting to: Fundraising Manager
Working hours: Full time, 5 days/37.5 hrs hours per week
Location: Endometriosis UK Office, Central London
Contract: Permanent
Annual salary: £20,000 - £23,500 depending on experience

Closing date for applications: 9am Tuesday 7th May 2019

Interview date: Thursday 16th May 2019

Endometriosis UK provides vital support services, reliable information and a community for those with the disease, their family and friends. We campaign to improve treatments and access to care, raise awareness and support research. We’re a small organisation striving for big results and have ambitious plans to expand our work.

This role will support the activities of the Chief Executive and Fundraising Manager, as well as assisting with the smooth running of the charity. You’ll be right at the heart of what we do, involved in a wide range of projects to support those with endometriosis, campaigning for change and growing the organisation.

We’re looking for an enthusiastic, self-motivated and proactive Administration Officer to join our team. You’ll need to be highly organised and able to prioritise tasks effectively in order to deliver against competing priorities. Your efficiency and attention to detail will be matched with great customer care and excellent communication skills. We are a small, busy charity, and you will also be happy to muck in and help colleagues to ensure the smooth running of the organisation.

If you are well-organised, with an eye for detail, adaptable, with excellent interpersonal skills and would like to join a friendly, growing charity please get in touch.

To apply, please submit a CV and maximum two-page cover letter outlining why you are interested in the post and how you meet the person specification to admin@endometriosis-uk.org.

The closing date is 9am Tuesday 7th May 2019, however applications will be reviewed on an on-going basis and therefore we may close the role prior to the closing date should a suitable applicant be found.

Purpose of the job

Our Administration Officer will be responsible for helping ensure the smooth running and efficiency of the charity, including supporting the activities of the CEO and Fundraising Officer. It will be a varied role covering a range of administration, co-ordination and support activities for projects and events. The main responsibilities of the role include:

- Responding promptly to enquires on the telephone, email, or via the website.
- Coordinating governance administration e.g. arranging Board meeting dates, coordinating production of the annual report, researching figures for Key Performance Indicator reporting.
- Provide accurate reporting and monitoring data as required.
- Managing the day- to-day administration of our community fundraising activities, such as monitoring enquiries and new registrations, sending out packs, monitoring income generated, thanking those who've raised money for us.
- Helping to plan, organise and support events.
- Coordinating volunteers attending events to represent Endometriosis UK.
- Helping keep our supporters up to date with what we do via social media.
- Helping keep our CRM database up to date.
- Coordinating the production of new publications.
- Undertaking any other duties commensurate with the general level of responsibility of the post.
- Endometriosis UK is a small, busy charity, and all staff contribute to the general running of the organisation in addition to their specific role activities.

Person specification

The following skills, knowledge, experience and personal qualities are essential for the role:

- Excellent IT skills including use of Microsoft Office Suite (Word, Excel, Outlook, PowerPoint), and experience of working with large data sets or working with databases. CRM Database is desirable; however, training will be provided.
- Flexible, proactive approach and a positive attitude.
- Demonstrably strong interpersonal skills and excellent customer care.
- Excellent numeracy skills.
- Great attention to detail.
- Excellent planning and organisational skills.
- Excellent time management skills and ability to prioritise and meet deadlines.
- Excellent written and verbal communicate skills, and ability to communicate clearly.
- Experience of using social media, e.g. Twitter, Facebook, Instagram.
- Self-motivated and willing to be a proactive member of a small team. Please note that there may be times you will be the only staff member in the office.
- Willingness to undertake occasional travel around the UK, and some evening and weekend working.
- Willingness to undertake other duties as required and commensurate with level of post within the organisation.
- Empathy with the mission and vision of Endometriosis UK.