

Job title: Administration Officer

Reporting to: Head of Income Development

Working hours: Full time, 37.5 hours per week

Location: Endometriosis UK office in Central London (currently home-based due to Covid-19 restrictions)

Contract: Fixed-term, 12 months

Annual Salary: £21,500

Closing date for applications: 9am on Thursday 17<sup>th</sup> June (applications will be reviewed on an ongoing basis)

Endometriosis UK is a small, volunteer-led charity, championing the rights and needs of the 1.5million with the disease and providing support for their loved ones and families. We provide free, reliable information about endometriosis and emotional support through our Helpline, virtual and in-person support groups, on our website and in print and downloadable materials. As the lead charity for those with endometriosis in the UK, we raise awareness of this disease with employers, healthcare professionals, the public, governments and media. We also support research and work to ensure that the voices of those with endometriosis are heard.

This role will support the activities of the Chief Executive and Fundraising Team. We're looking for a quick-learner and self-starter who is enthusiastic and proactive. 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.

To apply, please submit a CV, maximum two-page cover letter outlining why you are interested in the post and how you meet the person specification, and contact details for two referees to [admin@endometriosis-uk.org](mailto:admin@endometriosis-uk.org).

The closing date is 9am on Thursday 17<sup>th</sup> June, 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**

As an Administration Officer, you will be responsible for helping ensure the smooth running and efficiency of the charity, including supporting the activities of the CEO and Fundraising Team. It will be a varied role covering a range of administration, co-ordination and activities for projects and events.

Support to the CEO (50%)

Activities will vary depending on need, and can include:

- Diary management
- Handling telephone and email enquiries
- Conducting desk-based research

- Governance administration: scheduling meetings, preparing and circulating agendas and paperwork, correspondence, supporting with production of the annual report
- Supporting with day-to-day management of the office; liaising with suppliers, managing stationary and printing supplies
- Coordinating meetings and events

#### Fundraising and stewardship administration (50%):

- Responding to enquiries from supporters via telephone, email and our website
- Responsible for ensuring the shared email inboxes for fundraisers, members and employers are up-to-date and enquiries responded to
- Supporting with the monthly financial reconciliation processes
- Providing day-to-day administration for our fundraising and engagement activities, including monitoring enquiries and new registrations, sending out packs, monitoring income generated, thanking those who've raised money for us
- Providing day-to-day administration for our members and Endometriosis Friendly Employers, including monitoring and responding to enquiries and new registrations, processing and issuing invoices, updating and sending out materials
- Designing and updating fundraising packs and materials
- Helping to plan, organise and support events
- Monitoring social media
- Processing and issuing invoices
- Helping keep our CRM database up to data
- Providing accurate reporting and monitoring data as required

The post holder will also be expected to undertake 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 experience (desirable)
- Flexible, proactive approach and a positive attitude
- Demonstrably strong, adaptable interpersonal skills and excellent customer care
- Confidence communicating with a wide range of people
- 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
- Willingness to undertake some evening and weekend working for virtual and in-person events

- 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