

Job Description

Job Title:	Administrator
	Full time, located in our National Office in London NW6
Salary:	£22,000
Hours:	35 hours per week (full time)
Reporting to:	Office Manager

About The Compassionate Friends

The Compassionate Friends (TCF) is a nationwide UK charity founded over 50 years ago providing peer support to bereaved parents, siblings (18 years+) and grandparents whose child has died at any age and from any cause. We also provide information on parental and sibling bereavement to professionals and other organisations. For more information about TCF go to www.tcf.org.uk

Role description

TCF is seeking a hard-working and highly motivated individual to support the work of The Compassionate Friends. Based in our national office in Kilburn, we are looking for an exceptional person to join our team providing high-quality administrative support to our small staff team as well as to our charity's membership of bereaved parents and their families.

Responding to the needs of the organisation, you will need to be flexible, responsive, demonstrate a high attention to detail and able to handle and track effectively a varied workload. You must also be able to communicate verbally and in writing with bereaved parents and their families in a professional, sensitive and compassionate manner.

Main Duties and Responsibilities

- Collate and send out bereavement support packs, leaflets and publications
- Respond to telephone calls, email and postal correspondence
- Maintain effective and efficient administrative processes and procedures
- Accurately maintain a national database
- Assist in the maintenance of the charity's membership records and data
- Ensure that all admin and financial paperwork and processes are up to date
- Despatch merchandise to purchasers
- Assist in financial administration as required
- Support administration processes involved in recruiting new volunteers to the charity
- Assist with administrative preparation for online and in-person support events

- Respond to emails from individuals requesting support from both within and outside of TCF including signposting to other charities, as appropriate
- Compiling and sending out of the monthly Helpline rota and availability form
- Improve consistency of recording of information and systems used
- Provide technical support for TCF staff/volunteers on occasion/as required
- Assist with compilation of statistics and data

The above is not an exhaustive list of duties and you will be expected to take on different tasks as necessitated by the evolving needs of the organisation.

Person specification

Skills & Abilities

- Ability to work in a busy and varied office environment
- Able to work with colleagues within a highly-collaborative team-based approach
- Able to use initiative and work independently where required
- Understanding and experience of database input desirable
- Able to demonstrate a professional customer service approach to ensuring the national office is a resource for staff, volunteers and the bereaved and offers a supportive and efficient service
- Strong organisational skills, including ability to plan and prioritise time and workload efficiently and effectively
- Flexibility and a willingness to adapt to changing needs and environments
- A high level of accuracy and attention to detail
- Excellent oral and written communication skills
- Excellent IT skills, including proficient use of the MS Office software suite
- An understanding of and commitment to data protection, safeguarding and confidentiality issues
- An understanding of and a commitment to equal opportunities
- Previous experience of working in the charity/voluntary sector is desirable

Personal Qualities

- Comfortable with the subject of bereavement. Good self-awareness and emotional intelligence. A willingness to handle sensitively and with compassion the needs of bereaved parents, staff and volunteers
- Non-judgemental, empathetic attitude and good listening skills
- Excellent inter-personal skills – enjoys working with a range of different people
- Organised, efficient and calm approach
- Demonstrates responsibility, reliability and integrity
- Highly flexible and adaptable. A willingness to acquire new skills, ways of working and to embrace and harness new technology
- Highly motivated and a can-do approach

Additional information



The
Compassionate
Friends

- The role is subject to an enhanced DBS (Disclosure Barring Service) check for working with vulnerable adults and children
- Standard working hours are 9.30-16.30 but post-holder will need to work outside normal working hours from time to time, including attendance at charity events which can take place during the weekend or evening (time off in lieu is given).
- 25 days annual leave
- Pension scheme