**JOB DESCRIPTION**

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| **JOB TITLE:** | **Charity Admin Support (CAS)** Friends of Blandford Community Hospital (FBCH) |
| **PAY BAND:** | As determined and reviewed by the Management Board |
| **LOCATION:** | Friends of Blandford Community Hospital Office/ occasionally shops and charity events |
| **ACCOUNTABLE TO:** | The Friends Management Board  |
| **LINE MANAGER:** | Charity Team Manager |
| **KEY RELATIONSHIPS:** | Management Board, other FBCH employees, Community Service and Shop volunteers. |
| **HOURS OF WORK:** | This is a part-time post of 18 hours per week over 3 days within opening hours. The post holder may be required to work flexibly to meet the needs of the service. |
| **JOB SUMMARY****KEY ELEMENTS** | This post is to support the Charity Team Manager (CTM), Shop Manager (SM) and Community Services Coordinator (CSC) in the smooth running of all charity services and activitiesTo provide day-to-day administrative support to the CTM, CSC and SM. |

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| **MAIN DUTIES AND RESPONSIBILITIES****1 Community Services**1. To deal with incoming requests for transport from members of the public, including entering arranged transport details on to database
2. Contact GP Surgeries and volunteers as necessary to arrange transportation and communicating details back to the client
3. Ensure database is maintained for new clients, existing records are updated and all donations are recorded
4. Acknowledge client donations for transport service when necessary
5. Authorise and record volunteer expense claims
6. To have responsibility for the organisation of weekly shopping bus lists including ensuring a driver and escort is in place along with confirmation of passengers
7. To provide support at twice yearly volunteer events
8. Any administrative duties as reasonably requested by the Community Services Coordinator

**2 Charity Shops**1. To assist Charity Shop Manager with planning of volunteer shift rotas ensuring full cover to avoid shop closures and handling last minute cover arrangements
2. Be point of contact for shop volunteers in SM’s absence to assist with queries
3. Ensure volunteer information lists and duties schedule are updated and communicated to all staff on a quarterly basis
4. Assistance with production of documents and posters for shop activities
5. To provide support for twice yearly volunteer events
6. Any administrative duties as reasonably requested by the Charity Shop Manager

**3. General Office**1. Answer incoming contact into office via telephone and email and either action or relay message to other members of staff as necessary
2. To assist with counting and banking all monies in connection with events/ collection boxes/ raffles/ donations as requested.
3. To pay cash/ cheques monies into the bank
4. To assist with the upkeep of the membership database including adding new members and sending out welcome packs
5. Liaising with CTM for recording and banking of monies for membership subscriptions
6. To maintain a record of donors who are eligible for gift aid claims and support CTM in compiling claim
7. Assist CTM with preparation and distribution of member newsletters
8. Ensure all departmental archiving is up to date and disposed of confidentially where appropriate
9. Any administrative duties as reasonably requested by the Charity Team Manager
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**PERSON SPECIFICATION**

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| **1.** | **KNOWLEDGE, SKILLS AND TRAINING** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT** |
| 1 | GCSE level English Language and Maths or equivalent | YES |  | APP FORM |
| 2 | Good standard of keyboard skills and knowledge of Microsoft Office. Proficient in Microsoft Word  | YES |  | APP FORM/ INTERVIEW |
| 3 | Knowledge of working with spreadsheets e.g., Excel | YES |  | APP FORM/ INTERVIEW |
| 4 | Excellent interpersonal and communication skills to deal effectively with clients and other professionals in a variety of mediums (face to face, telephone, email, letter) | YES |  | APP FORM/ INTERVIEW |
| 5 | Cash handling |  | YES | APP FORM/ INTERVIEW |
| 6 | Administratively competent with attention to detail | YES |  | APP FORM/ INTERVIEW |
| **2.** | **JOB SPECIFIC EXPERIENCE** |  |  |  |
| 1 | Experience of working in a similar office environment | YES |  | APP FORM/ INTERVIEW/ REFEREE |
| 2 | Knowledge of working in a team | YES |  | APP FORM/ INTERVIEW/ REFEREE |
| 3 | Experience of working in NHS environment |  | YES | APP FORM/ INTERVIEW/ REFEREE |
| **3.** | **INFORMATION TECHNOLOGY/RESOURCES** |  |  |  |
| 1 | Demonstratable experience of using Microsoft Word, Excel and database management | YES |  | APP FORM/ INTERVIEW/  |
| **4.** | **PERSONAL QUALITIES/ATTRIBUTES** |  |  |  |
| 1 | Good organisational and time management skills i.e., ability to prioritise own workload | YES |  | APP FORM/ INTERVIEW |
| 2 | Responsible for representing the charity in a professional manner at all times | YES |  | APP FORM/ INTERVIEW |
| 3 | Able to maintain strict confidentiality in all areas of work (verbal, paper, IT) | YES |  | APP FORM/ INTERVIEW |
| **5.** | **BUSINESS TRAVEL** |  |  |  |
|  | Very occasional travel to other sites (shops in Blandford and Sturminster Newton and Warehouse in Hinton St Mary) | YES |  | APP FORM/ INTERVIEW |
| **6.** | **ADDITIONAL REQUIREMENTS** |  |  |  |
|  | Need for occasional flexibility of hours to meet needs of charity (annual leave cover) | YES |  | APP FORM/ INTERVIEW |