

PSPA

CREATING A BETTER FUTURE FOR
PEOPLE LIVING WITH PSP & CBD



JOB APPLICATION PACK

ADMINISTRATOR

PSPASSOCIATION.ORG.UK

PSPA is the only UK charity dedicated to creating a better future for everyone affected by PSP & CBD.

WHO WE ARE

- PSPA is the UK's leading centre of knowledge, experiences and support for people living with PSP or CBD and their families.
- Our people have experience and knowledge to help individuals understand the conditions and support available to them.

WHAT WE DO

We work to ensure the 10,000 people with PSP or CBD receive support and care that is co-ordinated, has continuity and is compassionate.

WHY WE EXIST

- Our work is important because people with PSP & CBD do not receive timely diagnoses or adequate support and care.
- For one in three people, it takes over one year to be referred to a neurologist by their GP!
- 60% of people living with PSP or CBD initially receive a misdiagnosis.

OUR CALL TO ACTION

Together we can improve diagnosis for the 10,000 people living with PSP & CBD, saving time, resources and helping patients get the care they need faster.



Dear Candidate,

Don't be put off applying for this role by how hard it is to pronounce Progressive Supranuclear Palsy or Corticobasal Degeneration, I remember being terrified at my interview I might get it wrong. Now it is three years since I was appointed CEO at PSPA and as each month passes my ambition for what I want PSPA to achieve grows. The challenges of everyday life, navigating the health and social care system, and the sheer isolation of having a rare neurological condition motivates us all in the team to do our best.

We have set out our strategy and are we are expanding our team to reflect our growing ambitions. Our Helpline remains at the core of the support we provide to people living with PSP, CBD, their families and health professionals. We are now looking for a dedicated administrator to support the Office & CRM System Manager and help drive our service delivery, awareness initiatives and research efforts.

Being the only charity in the UK to provide support, raise awareness and fund research for people living with PSP or CBD we are in the unique position of being the voice of those affected across the UK. We provide a great range of support services, a growing programme of research grants and want to expand our impact in raising awareness to improve diagnosis, so we can make progress towards finding treatments and a cure.

Our 2022 patient survey showed that 60% of people with PSP or CBD are initially misdiagnosed and the average time to a diagnosis is three years. For conditions where there are no treatments and no cure it is our drive and ambition to forge partnerships that can change the landscape for people with PSP or CBD.

We know together we can improve diagnosis for the 10,000 people living with PSP & CBD. That's why we have hybrid working arrangements which allows flexibility of working at home, alongside some time with colleagues in the office to collaborate and innovate for the benefit of everyone affected by PSP or CBD.

I hope you will consider coming to join us. If you have any questions, please get in touch with our Office & CRM System Manager, Debbie Benadie, at debbie.benadie@pspassociation.org.uk

Best wishes,



Rebecca Packwood
PSPA CEO



JOB DESCRIPTION

Job Title	Administrator
Team	Service Development and Improvement
Salary	£14,295 p/t (equivalent to £23,827 full time) Employer contribution to the workplace-defined pension scheme. Employee Assistance Programme with UK Healthcare
Hours of Work	21 hours per week
Annual leave	28 days plus bank holidays pro rata (for part-time employees)
Location	Milton Keynes – Minimum of 2 days per week in the office, with 1 day working from home
Contract Type	Permanent
Reporting to	Office & CRM System Manager
Experience Required	<ul style="list-style-type: none">• Experience in an administrative role• Proficiency in using Customer Relationship Management (CRM) systems to manage and update records• Experience of handling telephone enquiries and email correspondence with discretion and professionalism

Job Summary

In this role, you will serve as the first point of contact for the organisation by managing incoming telephone enquiries and the main email account. You will support the Office & CRM System Manager with the administrative aspects of our CRM, including ensuring that records are current, assisting colleagues with report generation, and facilitating data accuracy. Additionally, you will perform general administrative tasks such as managing inventory of office supplies and processing mail, ensuring that enquiries are handled promptly, professionally, and sensitively while maintaining detailed records of interactions with our beneficiaries.

Key Duties and Responsibilities

- Assist the Office & CRM System Manager in providing support across PSPA.
- Act as a CRM system superuser, ensuring records are accurate and up to date while assisting colleagues with report generation and system navigation.
- Manage the primary phone line and email correspondence with a high level of professionalism.
- Oversee the inventory of office supplies, including stationery and consumables.
- Assist in the planning and coordination of events.
- Offer backup support to administrative colleagues during periods of annual leave or absence, ensuring uninterrupted office operations.
- Ensure the office complies with health and safety regulations, including maintaining certifications and training as a First Aider and Fire Marshal.
- Support the Office & CRM System Manager with travel and accommodation arrangements for staff.
- Provide cover for the Office & CRM System Manager during their annual leave.
- Perform additional administrative tasks as directed by the Director of Service Improvement and Development or the Office & CRM System Manager.

The duties may be changed and/or varied to meet changing circumstances at the discretion of the CEO.

Person Specification

	Essential	Desirable
Proficient IT skills, including extensive use of Microsoft Office Suite (Word, Excel, and Outlook)	X	
Experience of using a CRM system for record management and updates	X	
Excellent written and verbal communication skills, with the ability to engage professionally with both the people we support, fundraisers, volunteers and colleagues	X	
Attention to detail and accuracy in record-keeping and data entry	X	
Strong organisational skills with the capacity to manage multiple tasks and priorities effectively	X	
Commitment to maintaining confidentiality and handling sensitive information with discretion	X	
A flexible and adaptable attitude towards varied administrative tasks	X	
Ability to build and maintain effective working relationships as part of a team	X	
Alignment with the values and mission of PSPA	X	

General duties

1. Demonstrate a commitment to equal opportunities, diversity, and inclusion.
2. Comply with health and safety regulations and relevant workplace legislation, including GDPR, data protection, and information security.
3. Actively contribute to team and staff meetings.
4. Undertake any other reasonable duties as required, commensurate with your role and the charity's objectives.

IN APRIL 2023, WE LAUNCHED A NEW STRATEGY FOR PSPA

This three-year strategy sets out our purpose, goals and priorities to help create a better future for everyone affected by PSP & CBD.

PSPA's 30th birthday took place in 2024, and we wanted to ensure we set a bold vision, honouring the vision Michael Koe set out in memory of his late wife Sara.

In this strategy, our goals are:



SUPPORT & INFORMATION

Enabling people to live the best life possible



RESEARCH & AWARENESS RAISING

Improving quality of life



INVOLVEMENT

Putting people living with PSP & CBD at the heart of what we do

OUR COMMITMENTS

Our commitments apply to everything we say and everything we do.

- To be courageous in making sure the voices of people living with PSP & CBD are heard. Standing up for a better life for people and having a tenacious commitment to change, even in the face of setbacks.
- To be ambitious - to be the leaders in the field of PSP & CBD in the UK. To be willing to listen and learn and to strive for excellence and impact.
- To work collaboratively, to inspire people externally and internally, to bring their individual talents together to improve outcomes.
- To respect, value and recognise everyone's contribution. Empowering people and building a team which champions Equality, Diversity, and Inclusion.