



## SAMM NATIONAL

**Job Title: Assistant Support Co-ordinator**

**Responsible to: Office Co-ordinator, CEO, SAMM Trustees**

**Responsible for: Administrative and digital tasks and for providing emotional support to traumatically bereaved members.**

**Hours: 30 hours per week (4 working days)**

**Salary Scale: £20K**

**Contract Terms: subject to a three-month probationary review. All applicants must agree to having an enhanced DBS check.**

### **PURPOSE OF THE ROLE**

The Office Assistant will be accountable to the Office Co-ordinator, and they must be able to fulfil a variety of administration and digital tasks. They will also assist staff and trustees in the delivery of the charity's projects and possess good digital and face to face communication skills. A large part of this role is to provide emotional support to traumatically bereaved members when required.

### **AIMS AND ACTIVITIES OF THE CHARITY**

SAMM, referred to as SAMM National (Support After Murder and Manslaughter) is an independent, voluntary organisation, registered with the Charity Commission, No. 1000598.

We offer help and support to those bereaved as a result of murder or manslaughter. Our volunteers are similarly bereaved and provide support through shared experiences, to our members.

We are also involved in training and academic research, and we work to raise public awareness to professionals who come into contact with bereaved families.

### **MAIN DUTIES**

- Assist in the coordination and delivery of creative projects and liaise with volunteers, professionals and staff.
- Communicate with members by phone and email.
- Listen to the needs of the members, provide advice, assistance and emotional support when required.
- Support the office coordinator, CEO and trustees as necessary within the office.
- Assist in the administration of a complex office environment.
- Promote, network and liaise with other agencies as necessary.
- Provide cover for admin and office support when necessary.
- Answer telephone and email queries from members, volunteers and other agencies.
- Undertake any digital duties including the management of social media accounts and update our website.
- Carry out any other reasonable duties assigned by the Office Coordinator.

### **PERSON SPECIFICATION**

Applicant would be able to:

- Relate well to others in person and by telephone.
- Maintain confidentiality and explain what this means.
- Demonstrate excellent communication skills (written and oral) and an awareness of the needs of people from a variety of backgrounds and cultures.
- Demonstrate good technical and digital skills.
- Prioritise time and workload efficiently and effectively.
- Work alone as well as part of a team.
- Provide sensitive support to members and volunteers.
- Demonstrate good listening skills and provide empathy when appropriate

### **EXPERIENCE**

- Previous experience of working in a busy office involving computer skills, accurate data entry work, associated administrative tasks, typing and telephone work.
- Experience of bereavement issues is preferable but not essential as full training will be given.
- Must have experience of dealing with distressing situations/conversations with people who are distressed and emotional
- Experience of working with vulnerable or bereaved people is preferable but not essential.

### **KNOWLEDGE**

- Computerised systems and the ability to set up, use and manage an in-house database.
- Current knowledge of Microsoft Office, Excel and main software packages normally used in an office environment.
- Ability to use other office systems such as Mailchimp
- Ability to use the WordPress website system in order to update the website
- Understanding of Equality and Diversity issues.
- Understanding of Safeguarding issues.

### **SKILLS AND ABILITIES**

- Accurate typing skills.
- Ability to minute meetings accurately.
- Ability to manage digital systems including social media accounts
- Able to communicate effectively and sympathetically on the telephone, and to take accurate messages.
- Ability to organise workload and prioritise to meet deadlines.
- A professional, methodical and flexible approach to work.
- Ability to deal with a range of contacts from the public, including people who are often distressed.
- Ability to provide empathy and sensitively communicate with traumatically bereaved people.
- A general interest in the work undertaken by SAMM.
- Ability to communicate and liaise with committee members and staff.

**This role may involve occasional Saturday and/or evening working for which time off in lieu will be given.**

### **Health & Safety**

- Abide by SAMM's Health & Safety procedures as laid attend all relevant training courses as required.

### **Equality and Diversity**

- Ensure all duties and responsibilities are carried out in a manner which is compliant with, and which promotes the development of SAMM's Equality and Diversity Policy.