

Job Title	Fundraising & Administration Assistant
Name of Job Holder:	
Department/Location:	Yeldall Manor
Grade:	SP 21-24 dependent upon experience
Salary Range:	£24,410 - £26,619 pro rata (subject to review April 1 st)
Reporting to:	Administration & Supporter Relations Manager
Responsible for:	N/A
Key Relationships:	Staff, residents, external bodies or supporters
Date last updated:	February 2024

MAIN PURPOSE OF JOB:

- To support the work of Yeldall Manor through providing administrative support to the Administration & Supporter Relations functions
- To assist in the support of residents at the Yeldall Manor Christian recovery centre as part of the staff team
- To ensure adherence to the agreed Vision, Mission and Values of the organisation, including ensuring that the Christian ethos and culture is developed and maintained

MAIN TASKS OF THE JOB:

Supporter Relations Admin (c. 8 - 12 hrs per week): Assisting the Administration & Supporter Relations Manager to maximise support (prayer, finance, goodwill etc.) for Yeldall Manor through the development and maintenance of good relationships with the supporters of Yeldall's work (individuals and churches) including:

- Processing and recording cheque, cash, BACS, standing order and giving website donations
- Sending thank you letters
- Updating our CRM Donorfy database
- Processing and filing gift aid declarations and liaising with Deputy Finance Manager re gift aid submission
- Assisting in the preparation of the monthly prayer diary
- Assisting in sourcing and writing newsletter articles

- Preparing targeted mailings
- Being part of organising supporter events (e.g.: Open Day, donor lunches & awareness days, sponsored events)
- Possibly assisting with updating social media and website

Trust Admin (c. 4 hrs per week): Contributing to maintaining positive and effective relationships with supportive trust funds through:

- Compiling and maintaining relevant information for trust bids
- Liaising with Chell Perkins (Trust Fund-Raising consultants) and providing necessary information
- Keeping records of donations, actions and correspondence on the donor management database

Reception/General Admin (c. 4 - 8 hrs per week): Understanding the role of volunteer receptionists and undertaking this role where necessary including:

- Being the first point of contact for telephone callers, visitors and residents, welcoming and redirecting their queries/calls as appropriate
- Booking both residents and keys in and out as necessary
- Keeping sign in lists up to date inc. staff attendance, meals, fire safety etc.
- Arranging lifts with volunteer drivers for residents' appointments inc. doctor, dentist, DWP etc.
- Producing directional and office signs when necessary

Staff Admin (Training & HR) (c. 4 hrs per week): Assisting the Administration & Supporter Relations Manager with personnel and training administration

- Keeping training matrix up to date to maintain accurate and up to date records of all training
- Administering and monitoring systems for on-line training and First Aid courses to ensure that all staff and volunteers meet requirements regarding work-related training, including reminding staff to complete courses when necessary
- Ensuring that new staff are set up with the necessary training
- Preparing induction check lists for new staff
- Preparing ID cards and keeping staff photo list up to date
- Administering DBS & DVLA checks
- Coordinating/updating & uploading policies

- Assisting with other internal audit requirements as necessary
- HR filing and scanning as needed

OTHER DUTIES:

- To implement the programme for the benefit and well-being of all residents
- To offer a high level of care and support to all residents during their time at Yeldall Manor, maintaining appropriate professional conduct and boundaries at all times
- To ensure the Christian ethos and culture of Yeldall Manor is developed and maintained
- To promote Yeldall Manor with churches and professional agencies, speaking to church groups and presenting to professionals as required
- To support residents on the Yeldall programmes by interacting with them and encouraging them in their recovery and spiritual growth. To be willing to share your faith with residents and to pray for them if requested.
- To participate in the Christian life of the organisation including participation in and shared leadership of corporate time of Christian prayer/worship (e.g. staff prayer meetings, weekly Fellowship meetings, quarterly Celebrations, annual Open Day)
- To uphold at all times the Christian values and ethos of Yeldall in all dealings both internally and externally
- To ensure that Yeldall Diversity (Equal Opportunities) Policy is adhered to at all times in respect of both residents and co-workers
- To contribute to the overall running of the Yeldall Manor programme as required and as commensurate with your role
- To attend and participate in regular staff meetings, management supervision sessions, in-house and external training courses as required
- Any other task, as directed, commensurate with the grade of the post

WORKING CONDITIONS & BENEFITS:

- This is a part-time permanent post, 16-24 hours per week
- 25 days' annual leave per year (pro-rata), plus Bank Holidays, rising to 30 days after three years' continuous service
- Pension in line with government auto-enrolment legislation

PERSON SPECIFICATION**Job Title:** Fundraising & Administration Assistant

QUALIFICATIONS & EXPERIENCE	ESSENTIAL	DESIRABLE
Experience of working with people who have addiction issues		*
Experience of working in an administrative role	*	
Experience in a fund-raising role		*
KNOWLEDGE, SKILLS & ABILITIES	ESSENTIAL	DESIRABLE
Good communication skills, orally and in writing	*	
Competence in computer systems including Office 365 (Microsoft Word, Excel, Sharepoint etc) and willing to learn new programmes	*	
A high standard of written English and a proven ability to present written and verbal information clearly, accurately and to a standard appropriate for external use	*	
Ability to work within a team and independently	*	
Ability to plan and prioritise your own workload	*	
Good attention to detail, with the ability to maintain information systems and keep accurate records	*	
Good problem-solving skills	*	
A willingness to undertake everyday tasks as well as new and innovative projects	*	
Ability to set boundaries, challenge appropriately and to manage conflict positively and constructively	*	
Understanding of issues faced by those recovering from addiction	*	
An approachable, flexible and caring relational style, able to deal patiently and sensitively with service-users, staff, volunteers, visitors and external bodies	*	
OTHER REQUIREMENTS	ESSENTIAL	DESIRABLE
Current driving licence (able to take residents to appointments / visit supporting churches etc.)		*
Demonstrated commitment to the Christian faith and able to support the Yeldall Basis of Faith, Ethos	*	

Statement and values		
A committed Christian faith with the ability to encourage others in their Christian walk	*	
Demonstrated commitment to upholding and promoting equal opportunities	*	
High personal and professional standards	*	