

JOB DESCRIPTION

Location:	Hybrid 2 days in the office, (Stratford Upon Avon, CV37 9NR)
Job Title:	Team administrator
Salary:	£23,000- £25,000
Type of Position:	Permanent Full time (37.5hrs per week)
Reports To (Title):	Head of Advocacy & Community
Direct Reports:	N/A
Date:	14 th May 2024

Our Mission

To provide accurate information and a wide range of support services for people affected by SMA, while working to improve access to the best care, services and drug treatments today and funding research projects that can change tomorrow.

Purpose of the Position

The role of Team administrator at Spinal Muscular Atrophy UK (SMA UK) involves supporting the information, outreach, advocacy and community engagement teams with administrative tasks.

Key Relationships

- Charity Administrator, Head of Advocacy and Community, Head of Support
- All other SMA UK Team members
- Members of the SMA community and their healthcare teams.

Key Responsibilities

- Fulfill day-to-day office tasks as needed including; receiving, recording and directing telephone calls, post and photocopying, joint management of office email inbox with other allocated staff.
- Process new sign ups to SMA UK's information and support services, and mailing requests.
- Work with Operations Manager and Charity Administrator to maintain cleanliness of data on the main database; produce statistics and reports.
- Maintain essential processes, for example photo and video permissions.
- Provide administrative support that will enable the Information Lead to maintain our Information Production System.
- Help manage and update the website with relevant content, copy and images as required.
- Work with Charity Administrator and support team to respond to toy pack requests for newly diagnosed families.
- Support the Advocacy and Community team with administrative tasks as directed, including work related to community networks and face to face events.
- When agreed, attend the charity's events in a support or representative role. This may include a weekend day.
- Take part in training and supervision sessions as agreed necessary.
- Attend and contribute to Team and all staff meetings.
- Maintain an up-to-date knowledge of issues and information relevant to the role.
- Implement the charity's policy and practice guidelines.
- Be committed to up-skilling in Information and related technologies.

Please note – this is not an exhaustive list, and the postholder will be required to perform other reasonable duties as directed by Management.

Person Specification and Competencies

Role related experience / skills	Essential/Desirable
Excellent organisational, prioritising and administrative skills, including meeting deadlines.	Essential
Excellent written and verbal communication skills.	Essential
Excellent knowledge of Microsoft packages and a willingness to learn how to use other software packages including Canva and Wordpress for the website.	Essential
An understanding of, and commitment to adhere to, all aspects of confidentiality.	Essential
The ability to work in a co-operative manner with colleagues and peers and to work independently	Essential
A flexible approach, ability to cope with change.	Essential
The ability to relate to, and work well with, a wide range of people of diverse backgrounds with sensitivity and respect.	Essential
An understanding of and commitment to ensuring child and adult safeguarding.	Essential
Commitment to the vision, purpose and values of Spinal Muscular Atrophy UK	Essential
Familiarity with social media platforms and best practices.	Desirable
Experience of using database systems.	Desirable
An understanding /experience of SMA, its impact and the challenges faced by children, families and adults.	Desirable