



Job Description

Title: Operations Support Coordinator

Reports to: Senior Operations Administrator

Based: Remotely - however must be willing and able to travel as and when required to meetings and events.

Job Purpose: To maintain a high level of operational support to all areas of the Charity Group

Key Responsibilities:

- Provide operational administrative support within the Charity Group (UK & USA); tasks to include but not limited to updating database with varying records, spreadsheet creation and maintenance, running reports, managing administration projects
- Taking payments over the phone as and when needed
- Administer data received from online forms, calls and emails (follow up as necessary and update Database)
- Grants: undertaking research to identify funding opportunities for the Charity Group, completing associated forms and working with the Senior Operations Administrator to submit applications.
- Adding holidays, absences and meetings to the company diary as required.
- Collate websites update requests and liaise with Communications Team to instigate the changes.
- Assist the Patient Services Team with patient enquiries, answering calls as and when required and taking messages when necessary. Screening and responding as appropriate to incoming emails or calls.
- Administer the charity resource review process for all the resources the Charities publish - set annual or periodic review dates for current titles and engage with HCP's and other medical professionals on reviews and approvals of new titles and subjects. Work closely with the Patient Services Manager who would manage this project.
- Provide cover for administration and other tasks when staff are on holiday or absent

Arrhythmia Alliance Registered Charity No. 1107496

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- Planning, coordinating, attending events/programmes such as World Heart Rhythm Week, Global AF Aware Week, Heart Rhythm Congress, Heart Rhythm Updates, and any other event/programmes or initiatives

Person specification:

- Educated to GCSE level
- Excellent verbal and written communication skills
- Competent in Office applications including Word, Excel, PowerPoint, Outlook Calendar
- Experience of drafting documentation for the approval of others
- Excellent organisational skills, with the proven ability to prioritise and manage own workload to meet deadlines
- Can undertake a wide variety of tasks and multi-task with ease
- Ability to work on own initiative
- Flexible approach to work and strong attention to detail and accuracy
- Can work independently, and as part of a team
- Demonstrates a methodical and thorough approach to work
- Friendly and polite with good interpersonal skills and the ability to deal with people at all levels

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STARS Registered Charity No. 1084898

AF Association Registered Charity No. 1122442