

Job description

Job Title:	Regional Administrator (Western Trust Area)
Location:	Bishop Street, Derry/Londonderry
Managed by:	Service Delivery Lead
Hours:	28 per week
Contract:	Part Time/Permanent
Salary:	FTE: £23,155.22 (pro rata £18,524.18)

JOB DESCRIPTION

Purpose of the Post

- To support direct service delivery to People bereaved and volunteers across a number of branches
- To deliver services in line with Cruse standards, policies and procedures
- To ensure smooth running of regional administration, and carry out administrative duties as required by the region

Key responsibilities and duties

Service Delivery and Volunteer Engagement

- Responsible for answering, and responding to telephone calls across the region, responding to emails and web enquiries in line with Cruse procedures
- Prepare and send first contact information for clients to support them through the Cruse pathway
- Carry out administrative tasks associated with arranging local or regional events, local or regional training courses (Continual Professional Development - CPD) and branch meetings etc.
- Carry out administrative tasks associated with recruiting new volunteers, such as supporting the National Volunteering team to coordinate and book pre and post course interviews
- Support new volunteer local inductions, and the issuing of Cruse identity cards
- Support the Regional team to coordinate and improve administrative processes and tasks
- Keep accurate and secure client and volunteer records, using the Cruse organisational database (CRM), and in line with GDPR and Cruse procedures
- Support the admin needs of multiple branches, as part of a Regional team. Support the Head of Cruse NI and Service Delivery Leads with ad hoc admin duties
- Support premises operations including ensuring that health and safety requirements are met, maintenance of office equipment and manage process for key holders
- Process financial transactions which may include receipts and payments, preparation of payment for suppliers and branch expenses
- Provide support to local fundraising activities (where appropriate)
- Maintain a supply of stationery, Cruse literature and relevant other information

We help people through one of the most painful times in life
– with bereavement support, information and campaigning.

Charity Registration Number: 208078. A company Limited by Guarantee Number: 638709.

Client and volunteer support

- Support the Head of Cruse NI and Service Delivery Lead with communications to volunteers and clients, including contributing to newsletters, social media and local communications
- Facilitate other bookings and appointments to ensure that client work and volunteer support can take place in an efficient manner
- Respond to client and volunteers enquires made via telephone call, email, web enquiry or post
- Complete the booking and administration of UYBO sessions as part of the Cruse Client pathway
- Accept and process client referral calls and information
- Support the administration involved in the assessment and allocation process, including updating the CRM database and liaising with clients and volunteers
- Administer the learning and giving (client donation) programme, including sending standard Cruse materials, gathering feedback, reviewing evaluation feedback, and reporting income back to volunteers
- Carry out other duties that may be reasonably required from time to time, including supporting the duties of the Head of Cruse NI and Service Delivery Lead
- Deal with safeguarding issues in accordance with Cruse procedures
- Support the administration and monitoring of criminal record checks for existing volunteers (where required)
- Ensure service provision promotes Equality, Diversity and Inclusion
- Adhere to all policies and procedures of the organisation

We may ask you to undertake other tasks in line with your level of responsibility. Some volunteers may carry out some local tasks.

PERSON SPECIFICATION

Experience

Essential

- Significant experience of providing administrative assistance in a service delivery environment
- Working effectively with volunteers delivering frontline services
- Experience of supporting people on the phone, email or web enquiry who are vulnerable or distressed, sensitive to the needs of the caller
- Experience in recording personal and sensitive information on database systems
- Experience of processing financial transactions

Desirable

- Experience working with bereavement and/or bereaved people

Knowledge

Essential

- Knowledge of GDPR legislation, including principles and requirements
- Sensitivity to the differing needs of individuals in working within a diverse client/volunteer base
- Knowledge of general service operations and administrative processes
- Good understanding of safeguarding
- Familiar with DBS checks (or willingness to learn)
- Understanding of Equality, Diversity and Inclusion in a client service environment

Desirable

- Understanding of bereavement issues, support and services

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Skills

Essential

- Competent IT skills including excel and use of organisational databases
- Ability to work within a team
- Ability to work remotely (when required, and if not office based)
- Good communication and interpersonal skills
- Competent in Microsoft Office, and use of digital communication platforms, i.e. Zoom, Teams
- To maintain confidentiality
- Support people through change effectively

Education and Training

Essential

- Educated to NVQ level 3 (HNC/HND) or equivalent job related experience

Personal attributes

Essential

- Good written and verbal communicator
- Empathic and warm, positive and diplomatic
- Good at building and maintaining rapport and trust
- Cope in an environment where bereavement issues are discussed frequently
- Flexible and adaptable to shifting priorities and new ways of working across the region

Commitment

Essential

- Commitment to Cruse Bereavement Support's mission, vision and values
- Commitment to equality, diversity and inclusion
- Willingness to work outside of normal hours / evenings and weekends when required
- Willingness to travel within the region when required
- Commitment to the future direction of Cruse, including regional ways of working