

TrusteeWorks Service Coordinator Role Description & Person Specification

Salary: £23,000

Hours: 28 - 35 hours p/w negotiable

Work pattern – flexible. Ideally joining team in London on Tuesdays but once every two weeks considered.

Line Manager: Head of TrusteeWorks

Job description

The Service Coordinator will play a key role in supporting the work of the TrusteeWorks team. You will help the team deliver our trustee recruitment service, supporting the Consultants with their client work and carrying out essential administrative tasks that ensure the smooth, efficient and effective running of our service. We foresee that this role will develop into a full Consultant role in time and will offer support and training to develop the necessary skills.

Responsibilities

- Assisting the TrusteeWorks Consultants with all aspects of their role including attending briefing calls with a view to managing communication with clients.
- Conducting extensive searches for trustees through the Reach site; LinkedIn Recruiter & other Reach networks - identifying and engaging with suitable candidates.
- Processing candidate applications; answering queries and tracking and recording the application process.
- Researching prospective clients, advertising opportunities and candidate sourcing opportunities.
- Managing the TrusteeWorks email inbox; responding to enquiries.
- Preparing advertising copy and uploading to jobs boards and networking sites.
- Uploading new organisations, roles and external applicants to our on-line platform.
- Creating engaging and informative candidate information packs using Canva.
- Updating the TrusteeWorks databases and CRM tools.
- Working collaboratively, stepping in to support colleagues and picking up new tasks as needed.

Person Specification

Experience

Essential

- Experience in an administrative or support role
- Experience in a customer or client facing role

Desirable

- Experience of working or volunteering for a charity.

Skills and Abilities

- **Communication skills** - excellent verbal and written communication skills. Persuasive, confident and enthusiastic.
- **Time-management and organisational ability**- highly organised with excellent time management skills and the ability to work systematically and prioritise workload to cope with fluctuating needs.
- **IT skills** – confident use of MS Office and ideally a database or CRM system.
- **Flexibility** – understanding of the adaptability required in a small organisation. A positive, can-do attitude.
- **Research skills** - ingenuity and tenacity to search for and identify suitable candidates and prospective clients.
- **Enthusiasm for learning** – keen to learn about the charity sector and trusteeship; desire to progress your own career and learn new skills.

Knowledge and understanding

- Personal commitment to equality, diversity and inclusion.
- Commitment to Reach's values: Bold and experimental, People-centred, Collaborative and Honest.
- Enthusiasm for engaging in the full breadth of the Reach's work.