

Administrator

Salary: £23,000 FTE (permanent contract)

Hours: 5 days a week (35 hours.) We welcome conversations about jobs shares.

Location: Based in our office in Brunswick Square, Bristol, BS2

Benefits: 30 days annual leave (pro rata), 5% pension contribution, Employee Assistance Programme

About The Pituitary Foundation

The Pituitary Foundation is the UK's leading charity providing support and information for people living with pituitary conditions, their families, friends and carers. Pituitary conditions are uncommon and usually lifelong and include acromegaly, Cushing's, prolactinoma, AVP-Deficiency and hypopituitarism.

We are a small but very effective charity with ten friendly members of staff, mainly based in our Bristol office, and a team of amazing volunteers across the country.

It is an exciting time to join our team. We have a new website, a refreshed identity and an ambitious strategy which we are excited to achieve. You'll be joining an energetic team with a can-do attitude. This is a fantastic opportunity to get involved in all areas of a charity, with responsibility and support in equal measure.

About this role

This role sits at the beating heart of our work. You will be responsible for ensuring our office and services run smoothly: responding promptly to enquiries, coordinating ingoing and outgoing post, checking and replenishing stock. You will provide support across the breadth of the charity including finance, membership, fundraising and support services.

Office Administration

- **Email and Phone Enquiries.** Provide cover on the general enquiries' admin line, signpost where necessary and take payments over the phone.
- **Voicemails.** Coordinate voicemails for general administration line and manage forwarding of Endocrine Nurse and Support helplines.
- **Post.** Ensure all incoming and outgoing post is processed efficiently, including franking post, arranging deliveries, and collecting and distributing incoming post.
- **Database management.** Ensure all relevant records are accurately entered in Beacon, our CRM system, either by inputting information that comes in via post or phone, or cleaning digitally entered information.

- Working with the IT and Systems Manager, be the point of contact for Beacon in the office, supporting forms to be set up, entries to be made and reports to be created.
- **Shop Orders and Stock.** Track stock levels of all merchandise and resources, keeping office stocks tidy.
- Promptly and accurately process orders (e.g., merchandise or leaflets) made through our website and on the phone, including packing and posting orders. Liaise with the Bookkeeper and finance manager where invoices are required.
- Research new and order more merchandise when required including Christmas and seasonal merchandise.
- **Stationery and Office Supplies.** Purchase and manage stationery and office supplies, ensuring best value for money and a tidy stock cupboard.
- Coordinate the disposal of confidential waste
- **Health and Safety Administration.** Assisting the Finance & Operations Manager with excellent H&S processes including securing forms for events, updating policies, ensuring training is undertaken.
- **Travel and Accommodation Booking.** In some circumstances arrange travel and bookings for groups of staff or volunteers.
- **External events.** Support with event registration and planning. Prepare and distribute materials for e.g., information stands, book couriers to deliver materials by the deadline advertised by the event coordinators
- **Magazine Administration.** Support in the administration of the distribution of our in-house magazine Pituitary Life, including creating mailing lists, liaising with mailing houses and printers three times a year.
- **Project support.** Provide administration support for larger scale projects and campaigns in conversation with the wider team.

Finance Administration

- **Emails.** Support the Finance and Operations Manager in the management of the accounts inbox
- **Income.** Take payments on the phone where needed and process cheques received.

- Manage website forms and Beacon forms to support the management of income.
- Ensure all offline donations and payments are recorded in Beacon, our CRM system.
- In conversation with the Head of Fundraising, send thank you letters for donations.
- **Financial Reconciliation.** Assist the IT & Systems Manager with income banking and financial batches checking process and the reconciliation of bank statements.
- **Lottery.** Each month upload lottery profit letters to the shared drive and post lottery return forms to Bristol City Council
- **Petty Cash.** Manage the office petty cash, using online pre-paid cards
- **Support Group Finances.** Working with the Operations and Finance Manager and the wider team, undertake quarterly finance checks with Local Support Groups and assist in the management of their bank accounts on Equals

Fundraising Support

Support the Head of Fundraising with areas including:

- **Database administration.** Ensure fundraising administration is accurate and up to date, including on Beacon.
- **Fundraising Packs.** Send out packs via post to our fundraisers supporting their activities.
- **Support direct mail campaigns.** Proof letters, mail merge and print them. With others, do the envelope stuffing and posting around 3 times a year.
- **Administer the Membership scheme.** Send out renewal reminders and welcome packs. Work with the Head of Fundraising to support the development of this scheme.
- **Administer the twice-yearly raffle.** Set the raffle up on the website. Send out tickets and fold returned tickets. Support the prize draws in line with regulations, and order and send prizes to the winners and complete the returns to Bristol City Council.
- **Undertake prospects research.** In conversation with the Head of Fundraising, and with training and support, research companies, trusts, groups and

associations we could apply to for funding and supporting relevant funding applications.

General

- Ensure the charity is always securing the best value (e.g., finding and negotiating the cheapest product and most efficient services).
- Ensure Diversity, Equality and Inclusion is considered in all elements of work.
- Work collaboratively with volunteers to deliver on elements of office administration.
- Ensure the efficient administration of all general office work, using Office 365 and apps to their full advantage.
- Support our communications work by updating the website when required.
- Provide reports and reviews as and when required including the monthly team meeting.
- Attend Trustees' and staff meetings when required.
- Input into annual and operational planning and budgeting, led by the CEO.
- Be responsible for your own health and safety and report any known hazards.
- Adhere to strict data and cyber security, raising concerns as appropriate.
- To always act in a way befitting a representative of The Pituitary Foundation and perform your role to a high standard, to time and with dedication and commitment.

This role profile is not exhaustive, it will be subject to periodic review and may be amended to meet the changing needs of the business. The post holder will be expected to participate in this process and The Foundation would aim to reach agreement to any changes.

Person Specification

1. Demonstrable experience in office administration.
2. Excellent customer service and communication skills in writing, face to face and on the phone to our community living with pituitary conditions, and wider stakeholders.
3. Clear, accurate communication in emails and letters.

4. Outstanding organisation skills, with strong time management skills and ability to juggle multiple priorities.
5. Excellent and demonstrable attention to detail.
6. Confidence in using IT and databases competently. We use Office 365, Beacon CRM and WordPress. Training will be provided.
7. Effective, proactive problem solver.
8. Conscientious and self-motivated with an appetite to learn and grow.
9. Experience of working within the voluntary sector in a paid or unpaid capacity, including with volunteers.
10. Interest and empathy with our area of work.

The Pituitary Foundation believes in diversity and equality. We especially welcome applicants who are under-represented within the charity sector and want to build a team with a diverse range of perspectives, backgrounds and skills. We know that a diverse team is a strength, and we look forward to hearing from all interested applicants.

How to Apply

Please send a cv and cover letter (no more than 2 sides of A4), or film of an equivalent length which includes:

- Why you are interested in this role,
- How your experience or interest meets each point of the person specification.
- The names and contact details of two referees, including your most recent or present employer. We will not contact your references without informing you.
- Complete this [short, confidential, equalities survey](#) to inform future recruitment.

Applications should be emailed to stephanie@pituitary.org.uk

Deadline for applications: by 5pm Monday 26 August 2024.