



## Administrative Support Officer

### ADVERT

Administrative Support Officer

To £19,000 per annum

Milton Keynes, office based

Full time

Closing date: 4 weeks

### About PSPA

PSPA supports families affected by Progressive Supranuclear Palsy (PSP) and Corticobasal Degeneration (CBD), both are complex neurological conditions that affect mobility, vision, swallowing and cognition.

### About the role

PSPA had a very successful 2018 that culminated in us: achieving a record level of fundraising income; supporting more people affected by PSP & CBD than ever; investing a record amount in research funding; and gaining international recognition by hosting our first ever international research symposium, in collaboration with our American partners, CurePSP.

Our success in 2018 was no accident – PSPA’s ethos is one of supporting new ideas, and backing our staff. Just to show you we mean business, we have recently relocated to Milton Keynes, and launched our new brand.

At the end of 2018 we migrated our data to Salesforce, a new customer relationship management database. Added to this, a restructure of the charity in the first quarter of 2019 resulted in a merger of our Volunteering and Information & Support teams into a single Engagement Department. What we are looking for is a flexible administrator who can work across the organisation, with 50% of their time spent supporting the charity’s volunteering network, reporting to our Director of Engagement. The other half of your time will involve providing administrative assistance to our Office Manager, helping her to maintain Salesforce records, and supporting both the Chief Executive, and on occasion, the Fundraising team. Whilst we are looking for an experienced administrator, there will be great opportunities to learn new skills from all departments in PSPA.

The successful applicant will be a confident communicator, who can demonstrate the ability to learn new skills quickly, working efficiently and effectively without continuous supervision. We have a great atmosphere in the office, and we want to interview people who are engaging and interesting, and who will fit into our culture.

## Job Description

Job Title:	Administrative Support Officer
Team:	Engagement/Administration
Salary:	To £19,000 per annum
Hours of Work:	37.5 hours per week
Annual leave:	28 days plus bank holidays
Location:	Milton Keynes
Contract Type:	Permanent
Reporting to:	Director of Engagement/Office Manager
Experience/Qualifications Required:	Demonstrable experience within an Administrator role High degree of competence in Microsoft Office Exposure to Salesforce or similar CRM desirable

### About Us

PSP & CBD are rapidly progressing neurological conditions caused by the premature loss of nerve cells in certain parts of the brain. Like many other chronic conditions there is currently no cure for PSP or CBD. However many of the symptoms can be managed to help people achieve the best possible quality of life.

PSPA is a national, neurological charity currently based in Milton Keynes. Since 1994 we have been providing information and support to people living with PSP & CBD. We also raise awareness of the conditions amongst health & social care professionals, and fund research into diagnosis, treatments and ultimately, a cure. We rely entirely on voluntary donations with a forecast income this year of £1.5 million.

We are currently in touch with approximately 2,000 people living with PSP & CBD, and in addition, approximately 12,000 others registered as health & social care professionals, carers, supporters, volunteers or fundraisers. We run a Helpline service, which is a mix of employed staff at our HQ, and volunteer supporters in the evening.

As PSPA is the only charity supporting people with these conditions in the UK, we will continue to provide support through our fundraising, volunteering and support networks.

## Objectives

1. Provide first class support to the Director of Engagement and Office Manager
2. Build relationships with volunteers so that they feel supported by PSPA
3. Work effectively with the Office Manager to ensure that all staff needing administrative support are provided for.

## Key Duties and Responsibilities

- Maintain Salesforce records as directed by the Director of Engagement and Office Manager
- Support the Office Manager in the uploading of donation batches to Salesforce
- Distribute recruitment literature to volunteers and take up references for recruits
- Send out training materials, managing stock levels for such materials
- Attend and support volunteering and other events and meetings as required
- Build a relationship with volunteers to ensure they have all requirements for their role
- Monitor and respond to the volunteer's mailbox
- Manage and monitor PSPA's Volunteer Facebook page and social media
- Provide cover for the Office Manager & Fundraising Administrator during annual leave
- Help the Fundraising team to fulfil orders from our shop website
- Undertake the daily banking of cheques and cash
- Other general administrative support as directed by the Director of Engagement or the Office Manager.
- Open the office mail and disseminate

## Person Specification

	Essential	Desirable
Able to communicate clearly and sensitively, working with a wide range of people at all levels both verbally and in writing.	✓	
Able to prioritise workload and work accurately whilst managing own time effectively to meet deadlines.	✓	
A flexible attitude to work and a willingness to carry out a range of administrative tasks	✓	
Decisive with the ability to see tasks through to completion and happy to take responsibility for their own actions.	✓	
Strong relationship building and management skills who can inspire individuals to support the work of PSPA.	✓	
A commitment to helping those affected by PSP & CBD	✓	
Knowledge of PSP & CBD or other neuro-degenerative diseases		✓

Strong IT skills and experience with MS Office products	✓	
Knowledge of using customer relationship management databases, Salesforce highly desirable		✓
GCSE or equivalent standard in English and Maths.	✓	
Organised, outgoing and positive attitude	✓	

### Corporate duties

1. Be an effective member of PSPA, displaying behaviours that contribute to a positive environment in PSPA
2. Ensure that confident professional relationships are built and maintained with staff and Trustees
3. Work within the embedded a performance culture, delivering results through rigorous open challenge, personal accountability, disciplined execution and continual improvement
4. Ensure full compliance with Health and Safety and associated workplace legislation
5. Ensure compliance with GDPR, data protection and information security and management requirements
6. Promote the vision and goals of PSPA.