

Assistant to Head of Charity Operations

Department: Charitable Operations

Reports to: Head of Charity Operations

Designation: Permanent (4)

Salary: £10.70 per hour

Hours: 37.5 hours per week – Monday to Friday 9.00am to 5.00pm

Benefits / Equipment:

- Annually 30 days holiday inc. Bank Holidays (225 hours) pro rata for part time employees
- Access to Newlife Pension Scheme
- Staff discount, following 12 weeks service
- Health Cash Plan at level 1, post probationary period
- Allocated parking permit
- 1 week company sick pay – pro rata for part time employees

About Newlife:

Newlife's mission is to save and the change the lives of disabled and terminally ill children, across the UK.

We have over 25 years of success and we continue to help these children and their families, by funding:

- Free national Nurse manned helpline
- Specialist equipment grants
- Emergency equipment loans
- Funding child health research
- Taking action to campaign for change
- Operating a 'training into work' opportunity for disabled adults
- Protecting the environment

You can find out more about Newlife the Charity for Disabled Children by visiting our website:
www.newlifecharity.co.uk

Post Summary:

This is an exciting position offering the right candidate the opportunity to work in a charity that looks to change children's lives every day. We are looking for an experienced administrator with secretarial and numerical skills to join us to provide daily support to the Head of Charity Operations. This will include filtering phone calls, scheduling meetings, taking minutes and other administrative duties to support as and when required. You are ideally a person that thrives in a busy working environment, is professional in all you do and is able to filter requests for your manager based on urgency and time available, while maintaining confidentiality at all times. We are also looking for someone who is experienced in administration and confident at working with spreadsheets and bespoke databases to be able to assist with key reports, undertaking research as and when required and assisting with data analysis.

If you feel you have the essential (must have) requirements and can also demonstrate a significant number of points from the desired (could have) requirements shown, please apply.

Essential Requirements:

- Proven experience in a secretarial / support role with excellent administrative skills.
- Experience of working with and maintaining confidential information.
- Excellent numerical ability.
- An understanding and appreciation of the requirements of audit trails.
- The ability to create and maintain complex records.
- The ability to work as part of a team with a supportive approach.
- The ability to use your initiative and prioritise a challenging workload to meet deadlines.
- Excellent communication skills at all levels with ability to liaise across all departments.
- The desire to work flexibly to achieve own objectives.
- Confidence to deal with general enquiries over the telephone and via email.
- Good written and verbal communication skills.
- Well-developed IT skills with knowledge of database management (mainly Access) and confidence to work in and maintain spreadsheets
- Experience of conducting high quality research and data analysis.
- Attention to detail and be accurate and thorough in your work.
- Good organisational skills.
- Able to produce accurate reports for the executive team and the trustees where required.

Desirable Requirements:

- An appreciation and understanding of charity operations would be an advantage for this post.
- Experience of supporting senior managers within an organisation including up to the Chief Executive Officer.
- Ability to travel to meetings with the manager if required.

Primary Responsibilities:

In respect of Newlife you will have responsibility for:

- Providing administrative and secretarial support to the Head of Operations on a day to day basis.
- Taking and fielding phone calls on behalf of the Head of Charity Operations and the wider charity.
- Managing the diary of the Head of Operations and scheduling meetings where required.
- Compiling and assisting with key reports and undertaking research as and when required.
- Assisting with Data analysis of areas overseen by the Head of Charity Operations.
- Taking minutes of meetings and disseminating minutes in a timely manner.
- Booking and arranging travel, providing relevant itineraries and travel packs.
- Assisting with the organisation of events and projects as and when required.
- Working with strictly confidential information and ensuring it remains so.
- Providing cover to assist other senior managers as and when required.

Additional Responsibilities / Expectations:

- Work in accordance with all internal policies and procedures.
- Adhere to all Health and Safety policies and procedures and use all equipment in a safe and appropriate manner.
- Always compassionate and deserving of trust.
- Willingness to train and develop as required.
- Willingness to commit to our policies around equality and diversity.
- The commitment to be part of the culture of what makes Newlife different and successful.
- Ability to build good appropriate relationships with people at all levels while maintaining confidentiality and respect of your colleagues.
- Any other duties as required from time to time.

Notes:

All offers of employment will be made subject to satisfactory references being received.
All Newlife roles are subject to a 6 months probationary period.

Our Values:

- Always compassionate and deserving of trust - in all we do.
- Making things happen - for those we serve.
- Leading in our field - to make things better
- People at our heart-every day

Interested?

Find out more about Newlife by visiting www.newlifecharity.co.uk and www.newlifestores.co.uk/landing/ or see what the current employees say by visiting www.newlifecharity.co.uk/docs/about/employment.shtml

To apply:

Submit a Newlife application Form which is available from our website or by calling The People Team (01543 431495) or by visiting the SuperStore in Cannock, via online submission, via email to peopleteam@newlifecharity.co.uk or via the post to Newlife Centre, Hemlock Way, Cannock, Staffs, WS11 7GF. Alternatively you can send us your CV.

If you have any problems with completing the application form or would like further information please email call the People Team.

Newlife the Charity for Disabled Children is an Equal Opportunities Employer and a Disability Confident Employer.

Other Info:

Newlife the Charity for Disabled Children - Registered Charity Number: 1170125 in England & Wales

