

Brain Tumour Research - Job Description

Operations Admin Assistant

Job Purpose: to help deliver a superior 'supporter journey' with Brain Tumour Research; fulfilling fundraiser and supporter materials in a way that delights them. To effectively support the Finance and Operations department with the management of stock, ensuring timely and accurate recording of campaigns, stock and sales income. Work with the Finance and Operations colleagues to effectively support the fundraising and marketing teams.

Reports to:

Supporter Care Manager

Main duties:

- Deputise for the Supporter Care Manager
- Overall management of all stock including merchandise and collateral
 - Accurate recording and monthly reporting
- Project manage national campaigns to include:
 - Detailed reporting
 - Take a leading role in campaign meetings
 - Plan and execute effective delivery of campaigns
- Manage campaign material stock, collation, packing and posting. Helping out where necessary
- Maintain accurate records of collection boxes
- Coordinate and monitor merchandise sales from website, eBay and other sources
 - Liaise with Supporter Care Executive to ensure timely fulfilment of orders and ensure relevant marketing materials are included in all outgoing orders
- Work with fundraising and marketing teams to ensure full understanding of key fundraising activities, campaign and marketing plans, stock levels, reorder levels and quantities
- Process credit/debit card payments for sales and donations
- Answer phone and deal efficiently with inbound queries
- Support fundraisers and other supporters to maximise their fundraising, providing appropriate advice and support and access to fundraising materials and other collateral as appropriate
- Maintain accurate and comprehensive supporter records on CRM (thankQ)
- Daily review of finance system changes 'audit report'
- Support the smooth running of the office, including meeting and greeting visitors and advising receiving colleague of visitor's arrival
- Deputise for colleagues as required
- To undertake any reasonable duties as otherwise required

The successful candidate will be proficient in MS office, and especially excel and word is essential, be prepared to converse sensitively and empathetically with members of the public who may be going through current or recent traumatic experiences. Experience of working with a CRM/Supporter database would be an advantage.