

Brain Tumour Research - Job Description

Senior Operations Admin Assistant

Job Purpose: to work with colleagues across the Charity to help deliver a superior 'supporter journey' with Brain Tumour Research; managing volunteers and the fulfilment of fundraiser and supporter materials in a way that delights them. To manage merchandise and collateral stocks and ensure the timely and accurate recording of campaigns, stock movements and sales income. To deputise for Supporter Care Manager as required.

Reports to:

Supporter Care Manager

Main duties:

- Deputise for the Supporter Care Manager
- Manage head office volunteers effectively, providing them with adequate support to maximise engagement
- 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. Working with volunteers and helping out where necessary
- Maintain accurate records of collection boxes
- Coordinate and monitor merchandise sales from website, ebay and other sources
- Work with fundraising and marketing teams to ensure full understanding of key fundraising activities, campaign and marketing plans, stock levels, reorder levels and quantities
- 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)
- Cover duties of Supporter Care colleagues as required from time to time, including:
 - Monitor receipt of donations and send out timely thank you letters
 - Meet and greet visitors to the offices
 - Answer phone and deal efficiently with inbound queries
 - Process credit/debit card payments
 - Maintain accurate and comprehensive supporter records on supporter database
- To undertake any reasonable duties as otherwise required

The successful candidate will be proficient in MS office, and especially excel and word, 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 volunteers and/or a CRM/Supporter database would be an advantage.