

Job Description: Office 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.

Location: Head Office – Milton Keynes

Contract: Full Time/Permanent

Salary: Circa £20k pa

Reports to: Office Manager

Direct Reports: None

Requisite Skills and Experience:

The successful candidate will be familiar with 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.

You will need strong admin skills, be organised, methodical and process driven.

Main duties:

- Manage head office-based volunteers effectively, providing them with adequate support to maximise engagement
- Manage stock including merchandise and collateral – ensure accurate recording and monthly reporting
- Receive stock in bulk quantities and manually place boxes in correct location (quite a physical role)
- Manage campaign material stock, collation, packing and posting. Working with volunteers and helping where necessary
- Maintain accurate records of fundraising collection boxes
- 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
- Monitor and maintain stationery requirements
- Monitor and maintain office supplies

- Monitor and maintain meeting rooms
- Collect and process daily post
- Maintain accurate and comprehensive supporter records on CRM (thankq)
- Meet and greet visitors to the offices
- Answer phone and deal efficiently with inbound queries
- Process credit/debit card payments
- Ensure that central administration systems in place at Brain Tumour Research are complied with and that all information relating to xx and other contacts are correctly entered onto Brain Tumour Research's database.
- To ensure that all relevant charity and other legislation is complied with
- To comply with Brain Tumour Research's internal policies as appropriate
- To undertake any other reasonable duties as required by the Office Manager & Director of Finance & Ops