

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 stock movements and sales income. To answer the main telephone line in a sensitive and professional manner.

Location: Head Office – Milton Keynes

Contract: Full Time/Permanent

Salary:

Reports to: Office Manager

Direct Reports: None

Requisite Skills and Experience:

- Experience using MS Office package, including but not limited to Excel, Word and Sharepoint
- Ability to converse genuinely and empathetically with supporters, who may be going through a challenging time
- Strong organisation skills
- Experience working in a stockroom is desirable but not essential

Main duties:

- Lead 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
- Manage campaign material stock via Shopify, collation, packing and posting. Working with volunteers and helping where necessary
- Maintain accurate records of fundraising collection boxes
- Collaborate cross functionally to ensure full understanding of key fundraising activities, campaign and marketing plans to manage stock levels, reorder levels and quantities
- Support Fundraising team, fundraisers and other supporters to maximise their fundraising, providing appropriate advice and support and access to fundraising materials and other collateral
- General office duties such as managing meeting rooms, daily post, ordering supplies and stationary
- Maintain accurate and comprehensive supporter records on CRM

- Responsible for logging office visitors
- Confidently Answer phone and deal efficiently with inbound queries
- Process credit/debit card payments
- 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