

## **Job Description**

### **Office Administrator**

#### **Job Purpose:**

The Office Administrator ensures the smooth day to day running of the office which allows all teams to work effectively in a safe and comfortable environment with all the tools required to fulfil their responsibilities. The Office Administrator is also responsible for delivering an excellent supporter journey collaboratively with other departments.

**Reports to:** Office Manager

**Direct Reports:** No direct reports

**Location:** Head Office, Milton Keynes.

#### **Requisite Skills and Experience:**

##### **Essential:**

- Strong interpersonal skills, ability to work within a close-knit team
- Experience using Access, or CRM database
- Experience using Shopify, or any other stock management software
- Ability to handle difficult and sensitive issues, and to interact with empathy, compassion, tact, diplomacy and patience
- IT skills including detailed knowledge of using Microsoft Word and Microsoft Outlook
- Effective organisational, planning and prioritisation skills
- Able to work independently and as part of a team

##### **Desirable:**

- Experience of working in the charity sector
- Experience communicating with different levels of seniority across the organisation
- Experience in stock management

#### **Main duties:**

- Manage head office based volunteers effectively, providing them with adequate support to maximise engagement
- Manage stock including merchandise and collateral, ensuring accurate recording and monthly reporting
- Manage merchandise sales process via our on-line Shopify shop
- Maintain accurate and comprehensive supporter records on our CRM
- Monitor and complete any actions necessary to fulfil orders from Shopify
- Receive stock in bulk quantities and store in the correct stockroom locations
- Ensure campaign packs and post and collated, packaged and posted correctly
- Maintain accurate records of fundraising collection boxes
- Work cross functionally with department leads in order to prepare for fundraising activities, marketing campaigns, stock levels and re-orders
- Provide the Supporter Care team with cover when required
- Ensure the office is organised and prepared for the team each day, including opening meeting rooms, collecting and distributing post, and any other
- Answer the phone and deal efficiently with inbound queries
- Monitor and maintain stationary requirements and office supplies
- To support the office team to ensure the office is compliant with the organisation's Health and Safety policy
- Book courier services when required and arrange delivery of resources to team members
- Process debit/credit card payments
- Liaise with the building manager to organise any repair and/or maintenance work required
- Ensure that relevant charity and other legislation is complied with
- To comply with Brain Tumour Research's internal policies and procedures
- To undertake any other reasonable duties as required by the Office Manager and Director of Finance and Ops