



TEMPORARY PART TIME STAFF APPOINTMENT

PORTSMOUTH OFFICE ADMINISTRATOR

Role

Reporting to the Community Fundraising Coordinator the role holder will assist in all aspects of community level fundraising and office administration. This will be a supporter facing role and therefore will suit a person with good interpersonal skills and a customer-oriented attitude, who can provide a friendly and efficient support and project a professional image to community fundraisers and Charity supporters.

The role holder will also be closely involved in the Customer Relationship Management (CRM) database, assisting the CFC in the logging income and will therefore need to be a person with confidence in using databases and Microsoft programmes.

Responsibilities

- Support community and individual fundraisers in accordance with the Community Fundraising Programme.
- Ensure fundraising supporters have all the relevant materials and equipment needed for their event
- Manage the Portsmouth fundraising and marketing assets and materials.
- Carry out general administrative tasks, including filing, printing, mailing, faxing, photocopying, scanning, binding, interacting with military and Charity staff as appropriate
- Enter contacts and communications to the database
- Provide leave and sickness cover for Community Fundraising Co-ordinator.
- The first point of contact for enquires at the Portsmouth office.
- Opening incoming and coordination of outgoing post working with the main HMS Excellent post room.
- Administer visitor access notifications with the Portsmouth Security Office.
- Assist with printing and binding of packs for Board Meetings.
- Provision of administrative support as may be required by the CEO
- Undertaking any reasonable tasks from time to time at the CEO's request
- Ensuring charity visitors are looked after and relationships are maintained.
- Book accommodation and hire cars as requested.
- Collaborate with other TRMC staff, and provide support to the wider team during busy periods.
- Attend and support events as required.

Person specification

Essential

- Strong relationship skills: must have the personality and proven ability to communicate effectively and naturally, in a clear and friendly manner, and be able to generate enthusiasm for the cause amongst potential donors.
- Clear writing skills, able to construct clear and logical applications which engender support.
- Strong data entry / validation skills.
- Upholds the Data Protection Act.
- Manages projects without supervision and manage multiple tasks to time deadlines.

- Valid driving licence

Desirable

- Experience working with Donor Strategy or another charity CRM such as Raisers Edge.
- Understanding of the Naval and military environments.

Qualities

- Hands-on team player with a “can-do” attitude.
- The ability to work effectively as part of the whole charity team.
- Highly organised, with the ability to prioritise and fulfil numerous tasks.
- The ability to work without immediate supervision.
- Ability to prioritise and deliver results across a broad range of tasking.
- Attention to detail with the ability to maintain a high level of accuracy.
- Excellent interpersonal and communication skills.
- Sense of humour and a high level of emotional intelligence.
- Tact, diplomacy and ability to maintain confidentiality.
- Outgoing and people orientated.
- Comfortable working in a military environment
- Willing to be flexible with regards to working hours.
- Demonstrates empathy with the values of the Charity