

# **ADMINISTRATION OFFICER JOB DESCRIPTION**

## **Job Purpose**

To support the Manager in the delivery of the APS Support UK's aims and objectives.

## **Job Responsibilities**

Answer email, telephone and social media enquiries as required.

Signpost and supply information to patients and distribute literature where appropriate.

Maintain the Customer Relationship Management scheme and databases, currently using MS Access.

Process all incoming payments into Excel spreadsheets.

Maintain and update the Income and Expenditure accounts.

Reconcile fundraising income streams with bank statements including Enthuse, Just Giving, Facebook, PayPal, Direct Debit, Gift Aid, Give As You Live, Easyfundraising, Amazon Smile, eBay and Funeral Zone.

Manage the Gift Aid system and submit annual claims to the HMRC, for both APS Support UK and our family sub-committee, the Louise Gergel Fellowship.

Order stationery for the charity office and remote workers.

Maintain charity stock including running vests, collection tins, pens, posters and leaflets.

Administer and update the online shop ordering system.

Assemble and distribute fundraiser and welcome packs.

Provide administrative support in all aspects of the charity office.

## **About the role**

APS Support UK is a small, energetic and increasingly influential charity and we are seeking an Administration Officer who can answer general enquiries; run the Customer Relationship Management scheme for patients, healthcare professionals, donors, fundraisers and supporters; maintain the income and expenditure accounts; and provide administrative support in the running of a small but busy charity.

## **About you: essential skills, experience and personal attributes**

- Knowledge and proficiency in MS Office applications including Word and Excel.
- Experience and skilled in using MS Access databases.
- Administration skills including report writing and data analysis.
- Interpersonal skills with a sympathetic manner and able to treat enquiries with discretion and tact.
- Able to work independently as well as in a team.
- Adaptable and flexible approach to work requirements.
- Knowledge of Gift Aid and maintaining basic Accounting Records.
- Responsible and reliable approach to work.

At all times, to act in a way that supports the aims and objectives of APS Support UK and promotes its reputation and effectiveness.