

Cruse Cumbria is an Area (branch) of the national charity Cruse, providing support and counselling to people suffering from the loss of a loved-one. We have over fifty volunteers working with about four hundred clients per year.

Hours: 17.5 hours per week

Located: Working from home with occasional travel through the county

Salary: pro rata £8,666.50pa (full-time equivalent £17,333 pa for 35 hours)

Contract: Fixed term 12 months

Job specification:

- 1) To deal sensitively with information about clients and potential clients
- 2) To prepare routine letters and other documentation for clients
- 3) To carry out other administrative tasks eg evaluation form system, support for the associated administration of fundraising activities, responding to correspondence, enquiries from other agencies, keeping a stock of stationery and Cruse literature
- 4) To maintain contact with volunteers, through emails/phone calls; monthly bulletins, keeping a list of volunteers
- 5) To complete DBS applications and other compliance necessary
- 6) To assist volunteers with the use of CIS (Cruse Information Systems)
- 7) To assist with the administration of training courses run by the Area
- 8) To maintain social media pages, update the website and send out newsletters to ex-clients as and when required
- 9) To carry out such other duties as may be reasonably required from time to time.

Personal Specification:

The successful candidate will be a 'self-starter', with excellent interpersonal skills, working on their own but with a line manager and in close contact with, and with support from, several members with particular responsibilities within Cruse Cumbria.

Skills & Personal Qualities

- Confident IT proficiency, including email, Microsoft Office products
- A familiarity with Social Media would be advantageous
- Sound organisational and time management skills
- Flexible approach to work, whilst meeting deadlines
- Able to work with clients and volunteers and maintain confidentiality
- Willingness to learn

The Administrator post could suit people from a range of experience, and it is expected that there may be potential for the role to expand in hours and scope, according to Area finances. Induction and training will be available. A laptop and other office and IT items will be provided.