

'Something To Look Forward To'

Job Description: Office and Projects Coordinator

Job Purpose:

To be responsible for the day-to-day running and administration of the 'Something To Look Forward To' service and its projects.

Main Aim:

As the gatekeeper of the organisation, you will coordinate the day-to-day operations of the charity's services, working closely with the 'Something To Look Forward To' Management Team, Partners, and Stakeholders to assess, allocate and administer 'gifts' and 'experiences' to beneficiaries and assist in evaluating the services' impact on its beneficiaries.

Salary Scale: £23,600 - £25,000 pro rata 30 hours per week (flexible/hybrid working between home and our Cambridge based office)

Responsible to: Operations and Development Manager

Annual Leave: 26 days per year (pro rata)

Start Date: March 2024

Key Tasks and Responsibilities:

- (i) To act as the gatekeeper of the organisation, responding to all communications from beneficiaries, partners, and stakeholders and passing on relevant information to the wider team.
- (ii) To upload new 'gifts', 'experiences' to the charity website including editing business logos and images.
- (iii) To regularly update and amend the 'gift' pages on the charity website.
- (iv) To be responsible for 'gift' applications, assessment, and allocation in line with the charity's eligibility criteria.
- (v) To liaise with beneficiaries and donors and coordinate the delivery of gifts and experiences from start to finish.



- (vi) To respond to any issues that may arise between beneficiaries and gift donors to ensure the smooth delivery of provision.
- (vii) To respond to donations of holiday homes via telephone communication with owners, explaining the service and its procedures, gathering property information, and promoting on the charity website.
- (viii) To keep up to date beneficiary and donor records.
- (ix) To coordinate the delivery of regional, diagnosis specific and special projects in partnership with the management team.
- (x) To be responsible for any charity post on a weekly basis.
- (xi) To be responsible for any courier collections and deliveries.
- (xii) To be responsible for the smooth running of the office by carrying out clerical tasks and maintaining office supplies.
- (xiii) To be responsible for requesting beneficiary feedback forms, creating testimonials, and sharing with business donors and the team.
- (xiv) To provide any fundraising leads to the management team.
- (xv) To minute weekly team meetings and any other appropriate meetings as requested.
- (xvi) Any other administrative tasks as agreed with the management team.

Person Specification:

A. Essential

- (i) Relevant administrative/clerical experience.
- (ii) Self-motivation.
- (iii) Able to work on own initiative.
- (iv) Able to work empathically within clear boundaries.
- (v) Good sense of judgment.
- (vi) Assertiveness.
- (vii) Drive and enthusiasm to work from home and in an office environment.
- (viii) Professionalism.
- (ix) Competent in the use of IT: Excel, Outlook, Word, and Content Management Systems.
- (x) Excellent communication skills and ability to work with a range of people including beneficiaries, cancer agencies, business donors and the wider team.
- (xi) Able to respond new tasks in an efficient manner.

B. Desirable

- (i) Relevant administrative qualification.
- (ii) Relevant experience of charity work.
- (iii) Experience of back end and front end of a WordPress website.
- (iv) Use of car.

Advert:

Most of us will know someone who has experienced cancer and how difficult it can be during this time.

Something To Look Forward To is a family founded National Charity supporting people who have cancer or are affected by cancer poverty to have 'something to look forward to'.

We are looking for a dynamic and energetic **Office and Projects Co-ordinator** to join our team.

Could this be you?

Benefits include:

- 26 days annual leave plus bank holidays
- Flexible working arrangements with a base in Cambridge
- Dog friendly office space
- Be part of a positive movement

For any queries or to apply send an email to Covering Letter and CV to Stef@somethingtolookforwardto.org.uk