**‘Something To Look Forward To’**

**Job Description: Service Coordinator**

**Job Purpose:**

To be responsible for the day-to-day running and administration of the ‘Something To Look Forward To’ service.

**Main Aim:**

To work closely with the ‘Something To Look Forward To’ Management Team and partners; administering the ‘gifts’ and ‘experiences’ and evaluating the service.

**Salary Scale:**

**£17,000 - £20,000 (Pro Rata: 22.5 hours per week)**

**Responsible to: Founding Director**

**Key Tasks and Responsibilities:**

*Service Coordinator Responsibilities:*

1. To upload new ‘gifts’ and ‘experiences’ to the charity website including sourcing and editing logos and gift images
2. To update and amend the ‘gifts’ page on the charity website.
3. To be responsible for ‘gift’ applications and allocation in line with eligibility criteria
4. To liaise with ‘gift’ recipients’ and donors
5. To keep up to date service user records
6. To record data in Excel and Capsule (CMS)
7. To be responsible for any charity post on a weekly basis
8. To be responsible for requesting service user testimonials
9. To create formal testimonial forms, providing testimonials to ‘gift’ donors
10. To be the gatekeeper for service user queries
11. To supply social media content to the charity team
12. To provide any fundraising leads to the charity team
13. To set up online fundraising pages using online platforms
14. To attend weekly staff team meetings and any other appropriate meetings as requested
15. Any other administrative tasks as agreed with Founding Directors

**Person Specification:**

**A Essential**

1. Relevant administrative experience
2. Self-motivation
3. Able to work on own initiative
4. Empathy
5. Good sense of judgment
6. Assertiveness
7. Drive and enthusiasm to work from home and in an office environment
8. Bring a professional approach to the administrative role
9. Proficient in the use of Excel, Outlook and Word with associated IT Skills including the use of spreadsheets and databases
10. Good communication skills and the ability to contribute to the management of the charity.

**B Desirable**

1. Relevant Administrative Qualification
2. Relevant experience of charity work
3. Competent in the use of the back end of WordPress websites
4. Competent in the use of Capsule (CMS)
5. Use of car

**Please apply with your CV, a covering letter explaining why you are suitable for the role and the skills you would bring to the position plus 2 references and confirmation of your current salary to:** [**fiona@somethingtolookforwardto.org.uk**](mailto:fiona@somethingtolookforwardto.org.uk) **or 84,Coleridge Road Cambridge CB1 3PJ**

**Please Note: Your References will only be taken up after successful interview**

**Deadline for CV’s and Covering Letters: Thursday 2nd May 2019 5pm  
Interviews: Wednesday 9th May 2019, Cambridge**