

JOB DESCRIPTION

Job Title:	Administrative Assistant
Department:	Centralised Administration
Reporting to:	Support Services Administration Manager
Location:	Head Office

PURPOSE OF ROLE:

This role is responsible for following the administration processes to help improve outcomes for people affected by cancer and their families across Wales.

As part of the Centralised Administration department you'll work as part of a highly motivated team to provide an efficient and responsive administrative and support service to meet operational and customer service requirements.

MAIN DUTIES AND RESPONSIBILITIES

- Responsible for answering phone lines (main and support lines), in and outgoing mail, photocopying, scanning, filing and courier collections
- Being the first point of contact for people affected by cancer who call our support line
- Taking referrals for support services from people affected by cancer and healthcare professionals
- Assistance with preparation of letters including letters to people affected by cancer and healthcare professional, presentations and reports if required
- Organising internal and external meetings, including booking rooms, arranging parking, taking minutes and taking forward action points where appropriate
- Dealing with correspondence, complaints and queries
- Responsible for maintenance of common spaces, reception areas and meeting rooms for appearance and functionality and central meeting booking
- Attending to visitors and dealing with email (general inboxes such as info) and face to face enquiries
- Booking travel and accommodation for colleagues as required
- Assisting with booking and set up of charity training events or conferences
- Ordering stationery and office based equipment process
- Processing purchase orders, credit card payments and sales invoice requests, and liaising with the Finance team
- Maintenance and administration of agreed processes with all charity departments including fundraising, support services, and GDPR
- Responsibility for accurate data entry onto the organisation's database systems in line with GDPR commitments.

FLEXIBILITY STATEMENT

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

CONFIDENTIALITY

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018.

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

RISK MANAGEMENT

It is a standard element of the role and responsibility of all staff within the Charity fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

SMOKING

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

WORKING WITH VOLUNTEERS

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

EQUAL OPPORTUNITIES

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

VALUES

The charity works within a culture that reflects the following values – Respectful, Bold, Creative, Supportive and Inspiring. All employees are expected to demonstrate and reflect these values in their day to day activities.

PERSON SPECIFICATION

	Essential	Desirable
Experience & Knowledge		
Demonstrable experience in an Administrative or office assistant role	●	
Experience of providing customer service over the telephone	●	
Experience of data entry via CRM systems	●	
Experience of working with volunteers		●
Experience of working in a charity and/or with cancer services		●
Excellent MS Word, Excel, Outlook and database knowledge and skills	●	
Experience of dealing with sensitive information, and respecting confidentiality	●	
Experience of dealing with complex customer queries		●
Strong understanding of the requirements of the people we support and experience of working in a healthcare environment		●
Skills, Aptitudes & Abilities		
Excellent customer service skills	●	
Strong organisational skills, with the ability to plan, prioritise and organise workload	●	
Excellent verbal and written communication and interpersonal skills	●	
High level of accuracy and attention to detail	●	
Flexible and adaptable with a can do attitude	●	
Ability to deal with confidential and sensitive information showing empathy, tact and discretion at all times	●	
Able to work on own initiative and as part of a team	●	
Able to deal with issues calmly, effectively and in a professional manner	●	
Ability to communicate in Welsh		●

Prepared by: Support Services Administration Manager Date Prepared: March 2023