

# Job description

<b>Job Title:</b>	<b>Regional Administrator</b>
<b>Location:</b>	Belfast or Moy with occasional travel to NHSCT locations
<b>Managed by:</b>	Service Delivery Lead
<b>Hours:</b>	35 hours per week until 30 April 2027 (subject to funding the working hours may reduce to 28 hours per week after this date).
<b>Contract:</b>	Permanent
<b>Salary:</b>	FTE: £23,155.22 per annum

## JOB DESCRIPTION

### Purpose of the Post

- To support direct service delivery to People bereaved and volunteers across a Northern Ireland
- To deliver services in line with Cruse standards, policies and procedures
- To ensure smooth running of regional administration, and carry out administrative duties as required by the region

### Key responsibilities and duties

#### Service Delivery and Volunteer Engagement

- Responsible for answering, and responding to telephone calls across the region, responding to emails and web enquiries in line with Cruse procedures
- Prepare and send first contact information for clients to support them through the Cruse pathway
- Carry out administrative tasks associated with arranging local or regional events, local or regional training courses (Continual Professional Development - CPD) and branch meetings etc.
- Carry out administrative tasks associated with recruiting new volunteers, such as supporting the National Volunteering team to coordinate and book pre and post course interviews
- Support new volunteer local inductions, and the issuing of Cruse identity cards
- Support the Regional team to coordinate and improve administrative processes and tasks
- Keep accurate and secure client and volunteer records, using the Cruse organisational database (CRM), and in line with GDPR and Cruse procedures
- Support the admin needs of multiple branches, as part of a Regional team. Support the Head of Cruse NI and Service Delivery Leads with ad hoc admin duties

We help people through one of the most painful times in life  
– with bereavement support, information and campaigning.

Charity Registration Number: 208078. A company Limited by Guarantee Number: 638709.

- Support premises operations including ensuring that health and safety requirements are met, maintenance of office equipment and manage process for key holders
- Process financial transactions which may include receipts and payments, preparation of payment for suppliers and branch expenses
- Provide support to local fundraising activities (where appropriate)
- Maintain a supply of stationery, Cruse literature and relevant other information

### **Client and volunteer support**

- Support the Head of Cruse NI and Service Delivery Leads with communications to volunteers and clients, including contributing to newsletters, social media and local communications
- Facilitate other bookings and appointments to ensure that client work and volunteer support can take place in an efficient manner
- Respond to client and volunteers enquires made via telephone call, email, web enquiry or post
- Complete the booking and administration of UYBO sessions as part of the Cruse Client pathway
- Accept and process client referral calls and information
- Support the administration involved in the assessment and allocation process, including updating the CRM database and liaising with clients and volunteers
- Administer the learning and giving (client donation) programme, including sending standard Cruse materials, gathering feedback, reviewing evaluation feedback, and reporting income back to volunteers
- Carry out other duties that may be reasonably required from time to time, including supporting the duties of the Head of Cruse NI and Service Delivery Lead
- Deal with safeguarding issues in accordance with Cruse procedures
- Support the administration and monitoring of criminal record checks for existing volunteers (where required)
- Ensure service provision promotes Equality, Diversity and Inclusion
- Adhere to all policies and procedures of the organisation

We may ask you to undertake other tasks in line with your level of responsibility.

# Person Specification

## **Experience**

### *Essential*

- Significant experience of providing administrative assistance in a service delivery environment
- Working effectively with volunteers delivering frontline services
- Experience of supporting people on the phone, email or web enquiry who are vulnerable or distressed, sensitive to the needs of the caller
- Experience in recording personal and sensitive information on database systems
- Experience of processing financial transactions

### *Desirable*

- Experience working with bereavement and/or bereaved people

## **Knowledge**

### *Essential*

- Knowledge of GDPR legislation, including principles and requirements
- Sensitivity to the differing needs of individuals in working within a diverse client/volunteer base
- Knowledge of general service operations and administrative processes
- Good understanding of safeguarding
- Familiar with DBS checks (or willingness to learn)
- Understanding of Equality, Diversity and Inclusion in a client service environment

### *Desirable*

- Understanding of bereavement issues, support and services

## **Skills**

### *Essential*

- Ability to work within a team
- Good communication and interpersonal skills
- Competent in Microsoft Office, and use of digital communication platforms, i.e. Zoom, Teams
- Experience of inputting into organisational databases
- Understanding of maintaining confidentiality
- Support people through change effectively

## **Education and Training**

### *Essential*

- Educated to NVQ level 3 (HNC/HND) or equivalent job-related experience

## **Personal attributes**

### *Essential*

- Good written and verbal communicator
- Empathic and warm, positive and diplomatic
- Good at building and maintaining rapport and trust
- Cope in an environment where bereavement issues are discussed frequently
- Flexible and adaptable to shifting priorities and new ways of working across the region

## **Commitment**

### *Essential*

- Commitment to Cruse Bereavement Support's mission, vision and values
- Commitment to equality, diversity and inclusion
- Willingness to work outside of normal hours / evenings and weekends when required
- Willingness to travel within the region when required
- Commitment to the future direction of Cruse, including regional ways of working