



Friends Administrator Role Description

Purpose of the Role

Reporting directly to the Chairman, the Friends' Administrator delivers an efficient and conscientious administrative and support service to FOYH trustees, act as the first point of contact for incoming enquiries, assist with the smooth running of the charity, promoting FOYH Purpose and values.

Key Responsibilities

A. General Administration:

- Reply to general correspondence by telephone, email, letter, and Contact Us page of the Website in a prompt efficient and thoughtful manner using own initiative
- Assist the Trustees with fundraising, special events and membership drives
- Organise Christmas cards and small gifts for the patients
- Maintain current display materials, update as required and top up newsletters, forms, or other publicity materials

B. Committees:

- Make all necessary arrangements and attend Executive Committee, Strategy Committee, Governance Sub-Committee and Marketing and Communications Team meetings
- Issue agendas and Committee reports to individuals on each Committee
- Take Minutes of each meeting and distribute

C. Assist the Hon Treasurer with:

- Process Standing Order mandates and inform Treasurer of new SO
- Assist Treasurer in preparing Gift Aid claims and submission to HMRC by keeping Gift Aid status of Friends up to date and sending monthly database updates.
- Processing donations received from Collectors or through the post and depositing into the Friends bank account.
- Entering all Standing Order, Covenant, CAF, or on-line donations from Friends as supplied by the Treasurer into the database
- Produce donation reports as requested

D. Assist the Hon Secretary with:

- Organising Annual General Meeting including catering and helpers
- Ensuring that the Committee Review schedule is followed
- Recording Officers and Trustee nominations, appointments, and resignations
- Maintaining annual Conflict of Interest submissions
- Processing application forms from new Volunteer Helpers
- Interviewing with Safeguarding Trustee potential new volunteer helpers and taking references
- Providing Welcome Pack and Induction briefings to new Trustees and helpers
- Arranging DBS checks, ID badges etc as required

E. Assist the Trustee for Friendship with:

- Maintaining accurate membership records in the database and update as required.
- Informing Trustee for Friendship of new Friends
- Regularly sending Trustee for Friendship and Treasurer updated versions of the database
- Help Trustee for Friendship draft reports and articles for publicity publications when required
- Maintain “hard copy” membership files in the Friends Office
- Assist with the Spring Collectors’ Party and Autumn Thank You Party
- Assist with producing all materials for the Collector’s packs
- Help new Collectors recruited by the Trustee for Friendship
- Process on-line application for new Friends

F. Assist the Chairman of the Marketing and Communications Team with:

- Informing the Webmaster of fundraisers, special events and items of interest to be posted on the Friends website
- Ensure Chairman of the MCT informs the Trustee for Friendship of upcoming special events, fundraisers, or items of interest to be included in the monthly Mail Chimp emails to Friends
- Send monthly Mail Chimp emails to Friends
- Informing local publications of up-coming events
- Distribute Posters through Poster Helpers
- Photograph events to be included on the Website and other publicity materials
- Post items on Social Media and Friends Blog

Conditions of Work:

- Up to 25 per week based at the Yeatman but with flexibility to also work from home.
- Hourly rate to be agreed and payable on an employee basis. A monthly timesheet to be submitted and supported with itemised timesheet records
- Reporting to the Friends Chairman but supporting each Committee/Team's Chairman.
- Expenses i.e. phone, printing, stationery, and postage will be paid. Clear records supported by invoices to be sent to the Treasurer.

Knowledge and Skills:

- Communication and people skills: Often being the first point of contact, the Friends Administrator will need to possess excellent communication skills. The image of the Friends and its services relies heavily on the ability of the Friends Administrator to communicate effectively and sympathetically with a wide variety of people including staff and supporters
- Time management skills: The Friends Administrator will need to possess excellent time management and organisational skills to be able to deal with a multitude of tasks and a range of priorities
- Information Technology skills: The Friends Administrator will need strong IT skills and be competent in the use of most Microsoft Office applications including Outlook, Word, Access, and Excel. A working knowledge of PowerPoint and Publisher would also be helpful
- Problem solving skills: The Friends Administrator will need to be practical, proactive, unflappable, and able to use their initiative
- Understanding the values of the Friends and the Charity Commission Code
- Understanding of data protection and DPA 2018 regulations
- Understanding of safeguarding