

**Training pet dogs to assist ability**

**Role Description**

**POST TITLE: Administrative Assistant**

**RESPONSIBLE TO:** Senior Administration Officer

**RESPONSIBLE FOR:** Administrative support, including day-to-day office duties to ensure smooth running of charity

**HOURS:** Part Time – up to 30 hours (depending on individual)

**TERM OF POST:** Permanent

**SALARY:** Based on individual circumstances

**PROBATIONARY PERIOD:** 3 months

**LEAVE ENTITLEMENT:** 20 days annual leave per annum exclusive of Bank Holidays (increasing with length of service), pro-rata

**LOCATION:** Shropshire

**BACKGROUND**

Dog A.I.D. (Assistance in Disability) was established in 1992 to assist people with life-limiting physical disabilities, improving their quality of life by helping them train their own pet dogs to provide assistance with day-to-day tasks and in some circumstances providing life-saving interventions. In 1996, the Dog A.I.D. Scheme was launched nationally at Crufts and today benefits from a team of over 110 Trainers and Assessors working on a voluntary basis across the U.K. from its base in Shrewsbury, Shropshire.

As at June 2019 there are currently 108 fully qualified Dog A.I.D. dogs throughout the country, with 119 more in training. Training takes up to two years with both dog and owner receiving specialist education from our network of trainers and attain fully qualified Assistance Dog status through a number of stages.

We are preparing to enter an exciting period of strategic development and this transformation also brings the need for develop of aspects of our organisation to enable this growth, which all makes it a fantastic time to join this dynamic and fast-moving charity at a time when we will undoubtedly attract national and international attention.

**PURPOSE OF THE POST**

The Administrative Assistant will provide general administrative support to the existing office team to ensure efficient delivery of charitable services. We need an all-round assistant, who will immediately work well within a small, friendly team.

**MAIN DUTIES AND RESPONSIBILITIES**

* General administrative support – answering the telephone, taking messages and other ad-hoc duties
* Supporting the existing office team
* Assist with all aspects of our operation – including online / email enquiries, booking and preparing for training courses, receipt and processing of online ‘shop’ orders
* Processing and reporting donations and other gifts
* Data entry and general filing, using electronic and paper-based systems
* Production of correspondence, reports and other documents as required – tracking document lifecycles
* Arranging meetings, collating and distributing meeting reports and/or taking minutes
* Maintaining sufficient stock levels of stationery material and other supplies
* Maintaining an up-to-date CRM database for both clients and donors
* Carrying out other duties as delegated by the Line Manager or CEO

**TECHNICAL SKILLS, KNOWLEDGE, EXPERIENCE AND BEHAVIOURS**

* Excellent organisational, written, numerical and telephone skills – with accuracy and excellent attention to detail
* The ability to communicate often complex concepts in a clear, concise manner
* Ability to work collaboratively with colleagues to achieve overall organisational income goals
* Flexible, adaptable, tenacious and enjoys working in a fast-paced growth environment, with the ability to work to tight deadlines within constraints
* Experience of a complex environment, ensuring speedy decision-making and systematic approach to overcoming obstacles
* Excellent IT skills, including mainstream office packages and experience of using donor relationship management systems to manage own pipeline
* Experience of Health & Social Care / Disability Sectors would be an advantage
* A confident team player, not afraid to roll up their sleeves and get ‘stuck in’
* A flexible approach with a ‘can do’ attitude

**PERSON SPECIFICATION**

**Trust and Grants Officer**

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| **REQUIREMENT** | **ESSENTIAL** | **DESIRABLE** | **ASSESSED BY** |
| **Qualifications, education and training** | 3 x GCSE Grade C (one of which must be English) – or equivalent | Business / Admin qualification | Application Form / Interview |
| **Experience** | Previous administrative experience |  | Application Form / Interview |
| **Skills and Knowledge** | Excellent verbal and written communication skills  Familiarity with modern office facilities and software packages (Microsoft) and CRM Database administration  Awareness and appreciation of the need for confidentiality in a sensitive environment  Understanding and consideration of others – respect and empathy  Approachable and willing to help others  Communicates effectively  Demonstrates honesty and integrity in all situations  Hardworking and adaptable in changing circumstances  Demonstrates genuine commitment to helping Dog A.I.D. be a successful organisation |  | Application Form /  Interview  Application Form  Interview  Interview  Application Form  Interview  Application Form  Interview  Application Form / Interview |
| **Personal attributes** | Well-developed level of emotional intelligence  Hard working, tenacious, determined / proactive  Patient, with tact and diplomacy  Resilience, resourcefulness and creativity  Good team player  Willingness to work flexibly, based on organisational need  A commitment to Continuous Professional Development – attending training courses and events as required |  | Application Form  Interview |
| **Other requirements** | A full clean driving licence would be useful |  | Application Form / Interview |

**DISCLOSURE AND BARRING SERVICE CHECKS**

The Charity is committed to safeguarding vulnerable individuals and therefore adopts a safer recruitment approach through a robust recruitment and selection process. All posts within the Charity are subject to DBS checks, in line with the Rehabilitation of Offenders Act (1974). Dependent on the role, one of the following DBS checks will be carried out:

* Standard disclosure
* Enhanced disclosure
* Enhanced disclosures with children’s and/or adults’ barred list check(s):

This role is not exempt under the Rehabilitation of Offenders Act and is therefore eligible for a standard disclosure DBS check.