

## **Job Description: Programme Services Administrator**

### **Reporting To:**

Assistant Programme Services Manager

### **Hours of Work:**

08.30am–5.00pm Monday – Friday. Working outside core hours may be required with possible weekend and evening events during the year.

### **Location:**

The position is based in the charity's Epsom-based administration centre. Home working is not available for this position.

**Salary:** Up to £25,000 per year (depending on experience)

### **About Look Good Feel Better:**

We are a non-government funded cancer support charity specifically set up to help people manage the visible and emotional side effects of cancer treatment. We have been running confidence-boosting wellbeing workshops across the UK since 1994. With our administration centre in Epsom and working with over 140 hospitals and cancer centres across the UK we have improved the lives of over 196,000 women, men and young adults living with cancer to date.

### **Outline of the Role:**

As Look Good Feel Better grows, we are looking for a Programme Service Administrator to join the team supporting the smooth running of the programmes and support services they provide. The Programme Services Administrator role is based at our fast-paced Head Office in working closely with the Programme Services team to ensure that the programmes run smoothly. The role requires outstanding attention to detail along with excellent and proven IT and database skills.

### **Key Responsibilities:**

- Be the first point of contact for all incoming calls and manage general emails
- Monitor stock levels at external warehouse and organise shipment of all promotional materials around the Country
- To provide support to the Programme Services team in planning workshops (virtual and face to face)
- Database management, including stock, beneficiary details, workshop dates, & general diary management
- Maintaining contact with the volunteers and co-ordinating diary management for their attendance for workshop attendance

- To research and recruit new volunteers for the workshop programmes, including checking their background experience, setting them up with training if applicable
- To assist the Programme Services team in the development of services in line with the charity's ambition
- Work closely with other Regional Managers, Programme Services and Fundraising teams to collaborate on initiatives
- Manage stock orders for face-to-face & virtual workshops
- Work closely and support the New Services Manager on the administration that comes with the new services, including adding new dates to our database and Zoom
- To be trained to co-host some of the New Services workshops to help support these sessions when needed
- Ensure administrative tasks are carried out in a timely, professional, and accurate manner.

#### **Preferable Skills:**

- Experience working in an administrative capacity
- A knowledge of databases and CRM packages would be advantageous
- A strong knowledge of Microsoft Word, Excel and PowerPoint
- Excellent verbal and written communications skills
- Excellent organisational and time-management skills

#### **Personal Attributes:**

- Ability to prioritise workload effectively and show initiative where necessary
- Strong attention to detail
- Ability work effectively on own but also as part of a remote team
- Ideally a clean and full driving licence

#### **Benefits:**

- 25 Days Annual Leave
- Pension Scheme - starts on day one of employment
- Healthcare Scheme – after successful completion of probationary period