



Job Description

Job Title: Administration and Support Worker (Training and Fundraising)
Salary: £18,376 pro rata (actual £9,188)
Responsible to: Fundraiser Officer and Training Coordinator
Working Hours: 17.5 hours per week

Summary of Main Duties and Responsibilities

The role will work across two areas of Manchester Mind business – fundraising and training. The main functions of the job role is to creatively and flexibly provide administrative support to both areas of work, to enable work to run smoothly and responsively to meet the needs of individuals, groups and employers who want to fundraise and/or train with Manchester Mind.

Duties Relating to the Post

- To ensure all training materials are printed and organised for Manchester Mind trainers.
- To liaise with Manchester Mind trainers to ensure they are fully equipped to deliver training.
- To manage the training calendar in MS Outlook.
- In the absence of the training coordinator respond to initial queries.
- To help manage the training database.
- To manage communications with sponsored event fundraisers (individuals) using e-templates, and to create thank you certificates.
- To maintain a small-scale database for sponsored event fundraisers (individuals).
- To attend external fundraising events (e.g. hosting an info stall) as and when required.
- To update the monthly fundraising report with sponsored event donations.
- To work flexibly with training and fundraising officers to ensure all duties are covered.
- To offer support to any office volunteers on related tasks.
- Collate monitoring and evaluation assessments.
- General office admin tasks associated with the project.
- To support the co-ordinators in the planning and development of both areas of work.

General Responsibilities

- To maintain as professional and confidential approach to work at all times.
- To actively participate in regular supervision sessions, and team meetings as requested.
- To be willing to attend appropriate training courses as agreed with the Training and Business Development Co-ordinators.
- To contribute to the effective and efficient running of Manchester Mind, by awareness and compliance, of policies and procedures, including Health and Safety.

- To create positive relationships and to treat all staff, volunteers and members of the public with dignity and respect, adhering to Manchester Minds core aims and values, and adhering to equal opportunities and diversity statements and policies.
- To work outside of normal office hours if required to do so to meet the needs of the service.
- To carry out other duties as requested by the Volunteer Co-ordinator or other senior member of staff.

This job description may be subject to joint review from time to time between the post holder and Manchester Mind, and as such is liable to amendment.

Person Specification

Knowledge and Experience

Essential:

- Substantial experience of working in an administration setting.
- Experience of using a range of IT packages, particularly MS Excel in order to manage and report on data and outlook calendar management.
- Experience of using word processing, Email and Internet.
- Being able to communicate in a clear way.
- Knowledge and/or experience of the impact of mental health on individuals.

Desirable:

- Experience of working with volunteers in a way that leads to people feeling accepted, understood and able to contribute.
- Experience of using CiviCRM or similar databases.

Skills and Personal Qualities

Essential:

- Ability to be organised and able to prioritise and meet deadlines.
- Be able to work together with staff and volunteers by sharing skills and talents.
- The ability to work under pressure, prioritise and meet deadlines.
- Excellent written and oral communication skills.
- Appreciation of equal opportunities issues and a commitment to working within the framework of Manchester Mind's equal opportunities and other policies.
- Ability to work in a way with people that supports the development of potential.

