



Job Description for the role of Assistant Charity Officer

Reporting to: Chief Executive

Location: Grassroots Suicide Prevention, 11 Old Steine, Brighton BN1 1EJ

Salary: £17,072 - £19,430 per annum (dependent on experience)

Hours: 37.5 hours per week

Annual leave: TBC

Accountability

- Responsible to: Chief Executive
- Accountable to: Board of Trustees, Staff and Volunteers, Funders, Stakeholders, Donors

Purpose of the job:

To support the smooth running of the *Grassroots Suicide Prevention* office, including helping to organise and administer training courses, and assisting the Chief Executive.

Principal Tasks

Training coordination:

- Respond to course bookings and enquiries.
- Support the coordination of training sessions, including trainer allocation, booking venues and providing training equipment.
- Help with the preparation and follow-up of all course materials and administrative documents.
- To manage the collection, collation and evaluation of participant feedback.
- Maintain the Eventbrite online booking system and monitor course capacity.

Office management:

- Data entry.
- Keeping course paperwork stocked
- Ordering office supplies and stationery.

External relations:

- To answer the telephone and emails in a professional and timely manner.
- Help with the planning and coordination of local events, including World Suicide Prevention Day.
- Represent Grassroots at external events as required.
- To act as an ambassador for Grassroots at all times.
- Assisting with fundraising events and administration.

Support to the Chief Executive

- Provide ongoing administrative and secretarial support
- Clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings
- Assist with the preparation of Board Meeting papers

Grassroots is a developing charity and the post holder should be aware that their Job Description may evolve to meet the future needs of the Charity.

Person Specification for the role of Assistant Charity Officer

Essential	Desirable
<p>Knowledge</p> <ul style="list-style-type: none"> • Computer literate with a strong understanding of Microsoft Office Excel, Office, and Outlook • Office systems and procedures. • Information management systems. 	<ul style="list-style-type: none"> • Eventbrite • SurveyMonkey • MailChimp • JustGiving
<p>Experience</p> <ul style="list-style-type: none"> • Using IT systems and packages, in particular Microsoft Office Excel, Word, and Outlook • Working as part of a team and on own initiative. • Responding to queries and problem solving. • Setting up and maintaining manual and electronic filing systems. • Diary management and appointment booking using manual and computerised systems. • Practical experience of working in a busy office environment. • Experience of minute taking and accurate recording of meetings. 	<ul style="list-style-type: none"> • Training and event coordination. • Familiarity with the issues that Grassroots works with, including suicide prevention and mental health.
<p>Qualities</p> <ul style="list-style-type: none"> • A mature and professional manner. • Commitment to providing a high quality of service. • Professional and friendly manner. • Open minded, down to earth, and proactive. • Ability to learn quickly about the charity and a willingness to learn. • Work effectively as a team player. • Ability to remain calm under pressure. • Self-motivated. • Eye for detail. • Strong organisational skills. • 	

Essential	Desirable
<p>Skills & Abilities</p> <ul style="list-style-type: none"> • Ability to demonstrate a methodical, organised and flexible approach to work. • Effective listening, verbal and written communication skills. • Excellent interpersonal and customer service skills, with the ability to communicate effectively with a diverse range of people, establishing and maintaining effective working relationships. • Ability to plan, organise and prioritise workload to meet deadlines. • Professional approach. • Ability to design and process a wide range of documents in accordance with instruction and house style, paying attention to detail. • Ability to relate well to colleagues, Trustees and members of the public. • Ability to maintain a high level of confidentiality and discretion. 	<ul style="list-style-type: none"> • Suicide prevention training • Mental health awareness training
<p>Qualifications</p> <ul style="list-style-type: none"> • Good standard of education, with at least 5 C/GCSEs or equivalent. 	<ul style="list-style-type: none"> • IT and Admin qualifications commensurate to post