

Information and Community Engagement Administrator

Compassion in Dying supports people to prepare for the end of life: how to talk about it, plan for it and record their wishes. We have supported more than 56,000 people to consider and record their wishes through our nurse-led information line, digital services and community engagement work.

We know that considering what you want, and recording those wishes, reduces unwanted and invasive treatments being given at the end of life, reduces unnecessary hospital admissions, and makes it more likely that people will receive care aligned with their priorities and goals.

Compassion in Dying is seeking an Information and Community Engagement Administrator to provide vital administrative support for our information line and community engagement work.

The Information and Community Engagement Administrator is a critical member of the team, ensuring that data from Compassion in Dying's information line and services is captured and processed accurately. The main purpose of this role is to support the information team to provide timely, accurate and personalised responses to its information line callers, as well as collating data which will be used by the team to continuously learn from and improve services.

Ideal candidates for this post must have experience of administrative procedures (particularly use of database/CRM software), excellent attention to detail, and strong organisational and time management skills.

Compassion in Dying is committed to being an equal opportunities employer and we welcome applications regardless of race, religion and belief, age, gender or gender identity, sexual orientation, disability and marital status. Appointment to this role will be subject to an enhanced Disclosure and Barring Service (DBS) check. This will be undertaken once the successful candidate is in receipt of a conditional offer.

Reports To:	Senior Information Nurse
Hours:	Full time (35 hours per week), Monday – Friday
Contract:	Permanent (subject to 6 month probationary period)
Salary:	£19,747
Direct Reports:	None
Budget Responsibility:	None
Main Place of Work:	181 Oxford Street (3 rd Floor), London, W1D 2JT. The building has a small lift which is only accessible from 1st floor landing. There may be a mix of office and home working, depending on government guidance at the time. Once it is safe to do so (due to Coronavirus), it is expected that the post holder will spend more than 50% of their time in the office.

Key Responsibilities

Information Line Administration

- Support Compassion in Dying's information team to provide timely, accurate and personalised responses to its information line callers
- Accurately log all enquiries on the Raiser's Edge database
- Send information and publications in the post and by email to members of the public following contacts to the information line as requested
- Compile and send Compassion in Dying resources to stakeholders and organisations
- Collate data and run weekly/monthly reports on the Raiser's Edge database, recording this accurately and sharing this learning with colleagues internally
- Maintain records of stock levels for Compassion in Dying publications, identifying when stock needs to be ordered
- Assist the team to carry out high-quality service evaluation and monitoring to inform service development and reporting to funders
- Assist the information and finance team to fulfil bulk publication orders
- Arrange courier collection of Compassion in Dying publications for external conferences and workshops

Community engagement administration

- Collate training packs and other materials for Compassion in Dying's community engagement projects
- Support the Community Engagement and Training Lead in organising and preparing for in-person and online meetings, including training and reflective learning sessions
- Support the Community Engagement and Partnerships Manager to gather and record regular outcome monitoring from project partners
- Support the Community Engagement and Training Lead to maintain records of training attendees, send pre-training and follow up correspondence to trainees and gather and collate training feedback.

Fundraising administration

- Process incoming mail
- Assist with processing of donations and acknowledge donations in a timely manner, providing an end-to-end service which demonstrates how donors are valued
- Support the Database Manager in ensuring that data held on the Raiser's Edge database is accurate and GDPR compliant
- Comply with Compassion in Dying's data protection policy

Other

- Participate in staff meetings
- Carry out such other reasonable duties as may be required by the Specialist Information and Support Nurse
- Always act in the best interests of Compassion in Dying and its sister organisation Dignity in Dying

Person Specification

Values

- Commitment to Compassion in Dying's vision and mission

- Commitment to Dignity in Dying's vision and mission

Experience

- Experience of administrative work
- Experience of customer-focused work (this is desirable but not essential)
- Experience of working in a fast-moving environment with multiple priorities
- Experience of recording data accurately
- Experience of working with a database such as Raiser's Edge (this is desirable but not essential)
- Experience of dealing with enquiries from members of the public

Knowledge

- Good level of IT knowledge
- Knowledge of administrative systems and procedures

Skills and abilities

- Ability to plan, organise and prioritise own work to deal with conflicting priorities and ensure deadlines and objectives are met
- Excellent attention to detail
- Good verbal and written communications skills, including the ability to respond to enquiries politely and sensitively, in particular being able to empathise with people who may be distressed and in difficult circumstances
- Excellent customer service focused skills
- Ability to develop and implement new systems and procedures
- Good interpersonal skills including the ability to work co-operatively and effectively with others as a member of a team

Organisational Behaviours

Leading by example

- You lead by example through your behaviours and motivate others through your professional approach to work.

Trust and respect others

- You are aware of your impact on others and treat other people with kindness and respect. You value diversity and listen carefully to understand the views of others.

Proactive and supportive team member

- You work with others to reach a common goal by sharing information and supporting colleagues.

Strive to be the best

- With a positive attitude, you work to a high standard to meet personal and organisational expectations.

Responsibility and initiative

- You take ownership of your work and take responsibility for your actions and decisions. You use your initiative and take pride in what you do.