

ABF THE SOLDIERS' CHARITY
JOB DESCRIPTION

| | | |
|--|---|---|
| Executive Assistant West Midlands | Direction and guidance from: Regional Director – West Midlands | Primarily reports to: Date: 2017 |
|--|---|---|

Role. Responsible for the day-to-day running of ABF The Soldiers' Charity's West Midlands regional office, located in Venning Barracks, Donnington, providing dedicated secretarial, administrative, database management, accounting and fundraising support to the Regional Director (RD).

1. Specific Tasks.

a. Secretarial Duties.

(1) Provide a comprehensive administrative and secretarial support function to the RD.

b. General Office Administration. To coordinate the general office administration. In particular to:

- (1) Act as the primary contact to supporters and volunteers.
- (2) Respond to all telephone enquiries.
- (3) Receive and dispatch mail.
- (4) Take initiative in giving advice to supporters and volunteers in the absence of the RD.
- (5) Be able to search, for and comply with, relevant policy and process documents held on the Charity T:\Drive.
- (6) Maintain sufficient stationery supplies to ensure smooth running of all aspects of the office, purchasing supplies locally and nationally as necessary, within budget and the RD's authority.
- (7) Maintain office equipment, liaising with suppliers/repairers as required.

c. Charity Database – Raisers Edge (RE) - Maintain, update, amend and maximise use of the regional component of the charity database. In particular ensuring that:

- (1) All constituents are correctly coded and updated as needed.
- (2) Create and maintain accurate Event records in a timely manner, liaising with National and other regional offices as requires.
- (3) To input and update all correspondence relating to a constituent held on the database.
- (4) Make efficient use of Raiser's Edge for communicating with constituents.
- (5) Ensure donations are correctly batched, 'thank you' letters sent and saved, and the gift aid process has been correctly completed.
- (6) Initial and ongoing Raisers Edge Training, to include an initial training session at induction with further top up training as part of the Charity's layered approach to training.

d. Accounting – (when delegated)

- (1) Maintain the regional office accounts and prepare them for the RD to be approved. Send to ABF The Soldiers' Charity Central Office on a monthly basis.
- (2) Account for all donations received.
- (3) Count cash and cheques received at regional level and pay-in to the regional Soldiers' Charity bank account.

ABF THE SOLDIERS' CHARITY
JOB DESCRIPTION

(4) Maintain the Petty Cash account.

(5) Pay all approved invoices.

e. Fundraising – Assist the RD with meeting annual fundraising targets set for the Region. In particular:

(1) Support myriad volunteers who are fundraising for our Charity.

(2) If required, assist with events.

(3) Account for, maintain and distribute fundraising equipment and merchandise.

(4) Manage regional gift items and trading items for sale.

(5) Act as Point of Contact (POC) for new volunteers.

(6) Support the regional Briefing Liaison Officer (BLO) in his/her activities where possible.

(7) Maintain currency on fundraising best practice, compliant with the Institute of Fundraising Codes, the Regional Insurance policy, Regional Finance Instruction, Data Protection Policy and Volunteer Guidance.

g. Others

(1) Weekend working, as required, particularly during the summer event season. Time off in lieu (TOIL) is subsequently available to be claimed by staff.

(2) Attendance at the Charity's Annual Conference.

(3) Attendance at the Regional Planning Group.

(4) Assemble, erect and dismantle fundraising equipment, including gazebos and marketing stands.

2. Skills/Personal Attributes

a. Ability to be flexible with working patterns.

b. A good level of education (A level or equivalent). Literate and numerate.

c. IT literate with understanding of social media tools is desirable.

d. An understanding of the British Army and Charity sector is desirable.

e. Able to work on own initiative and as part of a team.

f. Well developed communication skills with strong interpersonal skills.