

Job Description

Administration Assistant

Charitable Operations

Purpose of the role

To provide administration support to the Charitable Operations Department; provide administrative support to customer-facing roles.

Key Accountabilities

Operational Support:

- Provide general administrative support to Charitable Operations.
- Process requests and applications for financial help.
- Deal with both inbound and outbound post.
- Data cleansing and scanning.
- Managing email boxes and raising activities within Customer Relationship Management (CRM) system.
- Ad hoc duties as required.

Customer Service:

- You'll provide an impressive level of service in line with company and departmental principles and standards.

Other Duties:

- Any other duties that may be required by the business that the post holder is qualified to perform.

Capabilities Profile – Technical Skills/Knowledge

Essential:

- Good verbal and written communication skills.
- Working knowledge of Microsoft Office suite, including Word, Excel and Outlook.
- Ability to organise and prioritise own workload.
- High level of sensitivity and integrity.

Desirable:

- Knowledge of disabilities and vehicles and their adaptations.
- Working knowledge of CRM systems.

Reporting line

Reports to:

- Grants Enquiry Team Manager.

Direct Reports:

- None.

Key Interfaces:

- You will communicate with other areas of the department as well as liaising with customers and external agencies.

Resources, scale and scope of role, location and any travel factors:

- You are responsible for assisting with a broad range of Charitable Operations activities. You will therefore need to develop a knowledge of the Motability Scheme and general disability issues, including policies relevant to the role, Data Protection and GDPR protocols and other relevant legislation.
- You need to be able to 'think on your feet', exhibit a can-do attitude and, whilst largely working on your own initiative, be a strong team player and communicator.
- Some of the workload may be uneven throughout the week or month so you will need to prioritise and make best use of your time.
- You will need to exhibit a strong service delivery ethos by regarding the various operations you support as your customers and deal with them as you would want to be dealt.