

**DRAFT JOB DESCRIPTION**

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| **Job Title:** | Administration and Activities Coordinator |
| **Location:** | Main base - My Sight Head Office, 26 – 28 Heathcoat Street, Nottingham NG1 3AA. May be required to work in other locations. |
| **Hours:** | 24 hours per week |
| **Salary:** | £24,863 FTE (£15,912 pro rata) |
| **Line Manager:** | Senior Sight Loss Advisor |

**Job Purpose**

Providing excellent customer service across all functions is key to this role. The role will be the first point of access at My Sight Notts, whether face to face, over the phone, via email or social media. The role will support My Sight Notts to raise its profile through thoughtful and insightful social media posting and by the coordination of activities.

**Administration**

* Providing excellent front of house customer service to all clients, volunteers and visitors
* Support, train and supervise volunteers to cover reception, supporting volunteers to provide excellent customer service
* Answer calls, take messages and ensure messages are sent in a timely manner to the correct person
* Be responsible for the info@ email, website enquiries and social media direct messages, responding to and referring to the appropriate person
* Input referrals info onto Charity Log CRM database
* Effective use of the CRM system to track activities, numbers and outcomes
* Plan and coordinate mailshots, ensuring appropriate volunteer support
* Coordinate and support activities delivered by staff and external providers including room hire and transport
* Provide additional support as required including organising training and meetings, supporting key organisational events, ensuring documents for staff and services users are available in accessible formats.
* Create consistent, meaningful, on brand content on all social media platforms, including writing and editing social media posts, improving customer engagement and promoting social media campaigns

**General**

* Attend and participate in staff meetings and attend all training when required
* Attend supervision and appraisals ensuring that you have prepared for these when required
* Be familiar with all current and new policies and procedures and understand your duty to comply and implement them when necessary
* Any other duties deemed appropriate by the Senior Sight Loss Advisor or Services Manager

**Person Specification**

**Essential:**

* Proven experience of excellent customer service
* Proven experience of supporting volunteers
* Highly organised, with the ability to manage multiple tasks and meet deadlines
* Proficient in using Microsoft Office and email
* Strong interpersonal and relationship-building skills
* Excellent verbal and written communication skills
* Creative and proactive approach to problem-solving
* Experience of creating content for social media platforms

**Desirable:**

* Use of CRM systems or databases in a charity setting
* Understanding of the sight loss community and its needs

**What We Offer**

* The opportunity to make a real difference to people living with sight loss
* A supportive and friendly team environment
* Employee Assistance Programme