



THE NOT FORGOTTEN

Job Title: Office & Database Assistant

Reports to: Head of Finance

Hours per week: 35

1. Main Purpose of the Role:

To ensure the NFA office operates effectively, providing support to the Chief Executive, Chairman, Trustees and Presidents and manages the NFA Database.

2. Environment of the Job:

The Not Forgotten Association is a small not for profit organisation, which exists to organise and host a whole range of events, entertainment and recreation for the military serving wounded, injured or sick and for ex-service men and women with disabilities. We are renowned for our personal style and ethos, and for the exceptional and wide ranging support we provide to our beneficiaries. The organisation is funded by donations and is overseen by a board of Trustees. The job is based in the Association's offices at 2 Grosvenor Gardens SW1W 0DH, but requires the post holder to be prepared to travel to support the charity's activities throughout the UK.

3. Main Duties and Responsibilities:

Team Administration – Working for the Chief Executive:

- Prepare thank you letters for donations and grants for Chief Executive to approve, and make sure they are sent out within a week of arrival. Liaise with others to make sure fundraisers and other donors are also thanked.
- Log all correspondence on "Donorfy" and document incoming and outgoing mail.
- Run the office administration, ordering stationery and equipment and ensuring stocks are maintained. As well as organising the store room.
- Able to assist the events and fundraising department in preparing for events.
- To provide all administrative support required by the Chief Executive and SMT.
- Support the Chairman, Presidents, Vice-Presidents and Trustees in carrying out their duties in support of the charity.
- Be responsible for setting up NFA Trustee and staff meetings by booking venues, sending out papers, taking minutes, circulating and gaining approval and distributing the final copy within 2 weeks.
- Monitor Trustee Training.
- Health and Safety lead within the office.
- Maintain office management processes and policies and make recommendations for improvements.

Database Management:

- Develop, manage and maintain the NFA database (Donorfy).
- Collection and extrapolation of all statistical data from the database as required.
- Oversee NFA Data Protection.
- Database Training to NFA staff.

4. Other Duties and tasks

- a. Attending NFA events, specifically Royal events.
- b. Carry out additional duties as requested by the Senior Management Team (SMT).

5. Dimensions of job

The individual will be required to help other members of the staff during periods of high activity and be prepared to represent the charity at events as directed by the SMT. In addition this position is to assist the Senior Management Team in ensuring the office material state is sound and provides an adequate environment from which the charity and its staff can perform to the best of their ability

PERSON SPECIFICATION

It is critical that the applicant has a strong empathy with the charity's objectives and our beneficiary base.

- Must have excellent interpersonal skills and be able to engage socially with confidence to beneficiaries, benefactors and the wider public, and represent the charity at outside events.
- A confident and fluent communicator both verbal and written.
- Must possess comprehensive skills and experience in developing and maintaining a database (preferably a CRM type database), Working knowledge of Windows Server beneficial.
- Should have a good understanding of office management and communication systems;
- Dynamic and proactive in finding solutions and enhancements, presenting them to the SMT and implementation, as directed.
- A quick learner who has established organisational and planning skills.
- A team player who works collaboratively and is ready and willing to play their part in all the charity's activities, specifically fundraising.
- A demonstrable flexible work ethic.
- Displays initiative, being able to work to tight timelines and meet deadlines effectively with the ability to manage own tasks/priorities effectively.
- The maturity, self-discipline and self-motivation to work without supervision.
- Prepared to travel to attend charity events.

Prepared by: J R H Stopford, Chief Executive, The Not Forgotten Association

Date: February 2017

Reviewed on: Updated September 2018