Cleft Lip and Palate Association
Team Administrator (Full time)
Application Process

Reporting to: Head of Fundraising
Salary: £20,000
Benefits:
- 25 days annual leave plus 3 days closure over Christmas (pro rata)
- 5% non-contributory pension on completion of a probationary period of six months (backdated to three months from start date)
- Option for some flexible working, access to unpaid leave and Time Off in Lieu Policy
Based at: London office

Background

The Cleft Lip and Palate Association (CLAPA) is the only charity supporting people with cleft lip and/or palate and their families across the UK.

Its main roles are:
- Providing practical and emotional support to parents, children, young people, and adults with clefts
- Providing information on cleft lip and/or palate through our leaflets, website, and conference
- Providing the user perspective in research and consultation exercises
- Coordinating a UK-wide network of volunteers to provide local support
- Raising awareness of cleft lip and/or palate through campaigns and awareness-raising talks and events

Job Description

This post will provide vital support for CLAPA’s fundraising, finance and volunteer operations by carrying out a variety of administrative tasks. The role requires someone who is organised, process-driven, and demonstrates exceptional donor care and relationship skills using all forms of communication. The post holder will need to embrace the positive nature of the team and will be expected to deliver clear objectives.

Key Tasks
- Deliver end to end processing of all income sources from receipt to thanking the donors. Sources will include:
  - Direct transfers on the bank statement
  - Standing Order Payments
  - Online giving platforms such as Justgiving, Virgin Money
  - CAF (Charity Aid Foundation) reports
  - Income sheets from volunteer branches
- Enter all donations onto the Salesforce database
- Update UK volunteer records on the Salesforce database
- Co-ordinate office volunteer workloads
- Create and update records on the Salesforce database, following defined processes
- Process Gift Aid claims
- Fulfill merchandise orders including our Christmas cards fundraising initiative
- Manage periodic merchandise stocktakes
- Prepare and distribute fundraising materials
- Manage the receipt and distribution of the daily post delivery for the whole CLAPA team
- Manage the fundraising@ email inbox
- Manage the office stationery supply and place regular orders
- Manage campaign/newsletter mailing returns
• Act as the primary contact for telephone enquiries
• Undertake any other duties as deemed appropriate

Person Specification

Professional skills, knowledge & experience:

Essential
• Proven track record of developing productive relationships with donors and suppliers
• Excellent skills in customer service and relationship management
• Proven ability to take initiative and responsibility to get things done
• Self-motivated with the ability to work independently and as part of a team
• Ability to plan and manage a number of simultaneous activities and deal with conflicting priorities to meet deadlines
• Being able to remain calm under pressure and manage stress in a positive and solution focused manner
• Ability to work positively with staff members and volunteers at all levels
• Strong working knowledge of Microsoft Word, Outlook and Excel
• Ability to prioritise workload and to work accurately and efficiently
• Excellent communication and interpersonal skills, written and oral
• Willingness to travel and to be flexible about hours of work during busy periods (Time Off in Lieu is provided)

Desirable
• Knowledge or understanding of cleft lip and/or palate
• Experience in working with customer management databases

Accountability
• This post will report directly to the Head of Fundraising.

Application Process

Closing date: Monday 30th May 2016
Interviews: Monday 6th or Tuesday 7th June 2016

Please post or email a CV and comprehensive covering letter demonstrating how you meet the criteria of the person specification. Applications without a covering letter showing how you meet the criteria of the person specification will not be considered. Please state where you saw the role advertised.

Mike Hey
CLAPA
Green Man Tower
332b Goswell Road
London EC1V 7LQ

Email: info@clapa.com
Please put job title in subject heading.
Tel: 020 7833 4883

As a small charity we are not able to respond to all applications but we will acknowledge receipt of email applications. If you have not received a response by 3rd June, please assume that your application has been unsuccessful.

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