



Registered charity 1043603

Office Assistant

Job Description and Personal Specification

Line Manager	Fundraising Manager
Location	30-32 Upper Maudlin Street, Bristol BS2 8DJ
Terms	Full-time, 35 hours
Salary	£16,000

Summary of Role

Work for The Grand Appeal and you'll do more than just a job. The work we do really makes a difference and together, we have the power to change lives.

As the Bristol Children's Hospital Charity, we're there every step of the way for sick children and their families. From the moment a child arrives at the hospital, our support workers offer comfort and advice; we give parents and siblings a free, comforting place to stay; provide daily music therapy sessions and arts and play activities; and fund the pioneering equipment and research that save lives.

We're a multi-award winning organisation, providing a wide range of support to patients, families and staff in Bristol Children's Hospital. We work on a local, regional and national level to raise money and engage with a range of fundraisers and partners in support of our cause and to build our brand.

But that's not all - we do more than you think, working across the fundraising, retail, commercial, and operations and services industries. We also run the most successful charity arts trails in the world through Gromit Unleashed, engaging fans in Bristol, the UK, and around the world with truly innovative fundraising events. Whether we are delivering life-changing projects or creating new fundraising concepts, we are constantly developing creative ways to raise more money to help more children.

As one of Bristol's most loved charities with significant local and international impact, The Grand Appeal is now at an exciting stage. Having generated over £50 million to support the hospital, and dedicated to continuous growth, there is an opportunity to join our team in the newly created role of Office Assistant.

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We are expanding to broaden the scope of support to Bristol Children's Hospital and our fundraising teams.

This new role will provide a welcoming reception to everyone visiting the charity, as well as efficient administrative support to the organisation.

The successful candidate will have a professional manner and interact with visitors face-to-face, as well as over the telephone and email. You'll have excellent interpersonal, communication and organisation skills with a good understanding of IT and office systems (including filing and storing information).

You will be responsible for administrative tasks and will be expected to play a full and active role within the fundraising department and across the organisation. Enthusiasm, initiative, energy and a passion for our cause are key attributes of The Grand Appeal's team.

We are looking for a dedicated individual to join our award-winning team, who will share our vision of making life the very best it can be for sick children. If this sounds like you, we want to hear from you. We have ambitious goals, and the good news is we are helping more children than ever. Work with us and you'll do more than you ever thought possible.

Key tasks and responsibilities

Front of House

- Responsible for the front of house and offering a warm welcome to supporters.
- Route communications (phone, email, visitors) onwards to relevant team members.
- Maintain the reception area, ensuring the desk is manned at all times and that reception is clean and tidy and appropriately stocked with all literature and that orders are placed when supplies are low.
- Maintain the small retail operation based at 30 Upper Maudlin Street, coordinating with the Gromit Unleashed Shop Managers and the Charity Retail Manager.
- Handle incoming and outgoing post and deliveries in an efficient manner.

Administration

- Manage room and car park bookings for organisation.
- Enter supporter data into the database in a timely and meticulous manner.
- Assist with the fulfilment of fundraising resources and direct mail for campaigns and events.
- Photocopy and scan documents where needed.
- Keep up-to-date with electronic and paper filing.
- Process and document incoming cash donations.
- Order and distribute office supplies
- Running errands

Other tasks

- Keep abreast of charity law and abide by the Charities Act, Fundraising Regulator, Institute of Fundraising Code of Practice, Gambling Commission and General Data

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Protection Regulation.

- Carry out other tasks and duties as required, to support colleagues across the organisation.

This role profile is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments in the service. All job descriptions are non-contractual and give a sense of the broad scope of the role and so include a level of flexibility. Whilst they list some key tasks there will also always be tasks that arise and which can be reasonably expected of the role.

The Grand Appeal is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment. The selected candidate will be appointed subject to a DBS check.

Personal Specification

E = essential D = desirable

Experience and knowledge

Importance	Criteria	Assessment
E	Understanding of the principles of good customer service and experience of being able to converse with a variety of people in different situations	Application Interview
D	Experience in working in a reception role with administrative responsibilities	Application Interview
E	Experience using databases to record accurate and up-to-date information	Application Interview
E	Experience of undertaking projects independently	Application Interview
D	Experience working in a charitable organisation	Application Interview
D	Understanding of Gift Aid, Gambling Commission legislation and General Data Protection Regulation	Application Interview

Skills and abilities

Importance	Criteria	Assessment
E	GCSEs (or equivalent) Maths, Science, English A-C	Application
E	Empathy with the aims, objectives and activities of the charity	Application Interview
E	Good IT skills; confident in the use of Microsoft Office, CRM databases	Application Interview
E	Excellent organisational and time-management skills with the ability to prioritise conflicting demands whilst maintaining accuracy and attention to detail	Application Interview

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E	Excellent verbal and written communications skills with ability to build and maintain relationships, particularly with supporters, volunteers and team members	Application Interview
E	Ability to work both autonomously and as part of a flexible team and to contribute towards wider objectives	Interview
E	Energetic, self-motivated and able to use initiative	Interview
E	An approach to mirror our values: supportive, professional, collaborative, creative and confident	Assessment process
D	Basic awareness of hospital fundraising within the UK	Interview

Other requirements of the role

Importance	Criteria	Assessment
E	Prepared for occasional travel to events and work outside of normal working hours. TOIL will be provided in most circumstances.	Application
D	Car Owner	Application

Please complete the CV Cover Sheet below and send along with your CV and covering letter, stating why you think you would be suitable for this role.

Closing date for applications is 9am on Monday 10th December, with interviews being held on 17th & 18th December.

Please return your completed application to jobs@grandappeal.org.uk

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CV COVER SHEET

Name: _____

Job applied for: _____

Relevant skills and experience: (700 words max.)

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What makes you the ideal candidate for this role? (700 words max.)

Current employer/role/length of contract:

Current salary/notice period length:

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Salary expectations £ _____

How did you hear about the vacancy? _____

Do you need a work permit to work in the UK? YES/NO

You must agree to the following data protection statement and to our privacy policy in order to process your application.

Signed: _____ Date: _____

Data Protection

Your data will be held in accordance with the General Data Protection Regulation.

The information you provide will be used to progress your application during the application process, if your application is successful, to administer your personnel record.

You consent to The Grand Appeal processing data relating to you for legal, personnel and administrative purposes and in particular to the processing of any sensitive personal data (as defined in the General Data Protection Regulation) relating to you, including in order to comply with legal requirements and obligations to third parties such as regulatory bodies and criminal records checking.

The Grand Appeal may make such information available to those who provide products or services to The Grand Appeal (such as advisers and payroll administrators), regulatory authorities and as may be required by law.

You can view our privacy policy at grandappeal.org.uk/privacy-policy

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