Role description:
Administrator

<table>
<thead>
<tr>
<th>Employment status</th>
<th>Fixed term contract (subject to completion of 3 month probation)</th>
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</thead>
<tbody>
<tr>
<td>Length</td>
<td>1 year</td>
</tr>
<tr>
<td>Hours</td>
<td>10.5 hours per week</td>
</tr>
<tr>
<td>Salary</td>
<td>£23,000 per annum pro rata (0.3 FTE)</td>
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<tr>
<td>Location</td>
<td>London (N1)</td>
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<tr>
<td>Reports to</td>
<td>Helpline and Programmes Officer</td>
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<tr>
<td>Leave</td>
<td>24 days, pro rata</td>
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<tr>
<td>Benefits</td>
<td>5% pension, access to cycle to work scheme, access to Employee Assistance Programme (all after probationary period)</td>
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About R&RA

Our vision
For better quality of life of older people needing care

Our mission
The Relatives & Residents Association (R&RA) champions the rights of older people needing care in England. We provide information, advice and support to empower older people and their families/friends, and use their unique perspective to raise awareness and to influence policy and practice.

Our values
Compassionate We listen, we care, we don’t judge
Supportive We inform, we advise, we empower
Inclusive We are open, we are accessible, we give voice
Versatile We are resourceful, we are adaptable, we are responsive
Independent We are dependable, we are trusted, we are expert

About the role
Do you have experience of working in an administrative role? Are you passionate about using your skills to help improve the lives of older people? Join our team!

You would be at the heart of R&RA’s work, supporting our small team to deliver our ambitious aims. You would provide admin support across our services, projects, campaigns, and policy work helping us to improve our efficiency, grow and diversify our reach and raise our profile. You would join a small, dedicated, friendly team at an exciting period of change for the organisation as we undertake a programme of transformation (including reviewing our brand and creating a new website).
The ideal candidate will be a positive, can-do person, with a passion for using their organisational and interpersonal skills to champion the rights of older people needing care.

We value equality and diversity. We welcome applications from everyone.

**Role description**

**Responsibilities:**
- Monitoring R&RA’s office telephone and emails, fielding queries or responding appropriately
- Administering R&RA’s membership and donations, including managing relationships with members and donors, processing memberships, managing a supporter database
- Supporting people with experience of using care services to be involved in R&RA’s work
- Assisting with finance, including generating invoices, monitoring payments and expenditure, processing membership payments and donations
- Providing admin support to our helpline and projects, including disseminating surveys, helping to generate case studies
- Assisting with campaigns and communications, including helping to manage R&RA’s social media accounts, maintaining the website, assisting with producing newsletters, managing our mailing lists, fielding media requests
- Assisting with Governance admin, including scheduling meetings, providing logistical support, helping to produce Board papers and note taking
- Supporting the director with office management, including human resources and health and safety procedures
- Undertaking other duties that may be necessary from time to time

**Person specification**

**Essential criteria:**
- A commitment to R&RA’s vision, mission and values
- Experience in an administration role
- Excellent oral and written communication skills, the ability to communicate clearly with a wide range of people and a good telephone manner
- Excellent interpersonal skills, including ability to demonstrate empathy to people affected by trauma or loss
- An understanding of working in an environment where the team has frequent exposure to emotional and distressing situations
- Excellent organisational skills and ability to take ownership over tasks, prioritise competing tasks and deliver them to tight deadlines
- Experience of working independently, working on own initiative and maintaining motivation
- Experience of working effectively as a member of a small team and a positive, problem-solving approach
- Excellent IT skills and good knowledge of Microsoft Office programmes, including Word, Excel and Teams
- Knowledge of data protection and commitment to the importance of good data management
- Knowledge of effective filing systems, both digital and physical
- A strong commitment to confidentiality and respecting the privacy of clients
- Good data entry skills and knowledge of databases and spreadsheets, including Microsoft Excel
- A strong commitment to equality and diversity

**Desirable criteria:**
- Good numeracy skills
• Working knowledge of Sage and Zoom
• An interest in, or direct/indirect experience of, adult social care in England
• Experience of working with older people
• Experience of working for a small charity
• Experience of working part-time in a fast-paced environment

More information
For information about our staff team and Board of Trustees, see the R&RA website here.

Information about our three year strategic plan is on our website here.

If you have any questions about the role, please email info@relres.org.

How to apply
To apply, please write to our director, Helen Wildbore. Your letter must explain how you meet the criteria listed in the person specification above. This letter will be used to shortlist candidates. Letters should be no longer than 3 pages. Applicants may also submit a CV. Please send your letter to info@relres.org by Tuesday 30 August at 9am. Interviews will take place on 14 and 15 September (time to be confirmed with shortlisted candidates).

As a small charity, unfortunately we will be unable to reply to all candidates about their application. If you haven’t heard from us by 13 September, please assume that your application has not been shortlisted on this occasion.

“Leading the small, dedicated, friendly team of staff and volunteers is a real privilege. With our impact and reach growing, now is an exciting time to join us. We are looking forward to welcoming a new member to the team.”

Helen Wildbore, director of R&RA

The Relatives & Residents Association
020 7359 8148 | www.relres.org | info@relres.org | @relresuk