



## **Administrator Job Description** *(Maternity cover)*

### **Administration: Welfare**

- Making up case files.
- Liaising with caseworking organisations for missing info and progress reports.
- Using database (SCRM) and updating entries, including scanning docs to add to entries.
- Assist in learning process of new CRM system.
- Liaison with multiple outside agencies to confirm and accelerate verification process of an individual's eligibility for PRAFC Welfare assistance.
- Day to day information management for the Welfare team.
- Regular shredding of GDPR-sensitive material, especially old case files.
- Maintain case audit trail and send case closure email or letter (dependent on case).
- Case follow-up phone calls after initial support.
- Support the Welfare Manager to implement the 'Beacon Initiative', including managing the training, DBS and induction of volunteers.
- Support the Career Transition Officer as necessary.

### **Administration: Fundraising & Comms**

- Receive incoming donations, gifts and legacies; ensure the appropriate acknowledgment of donations and bequests by HFC, CEO or other personnel.
- Update fundraiser database when new fundraising page is set up and make contact with supporter to thank and offer guidance.
- Maintain online giving platforms, ensuring appropriate reports are passed to Finance team.
- Manage volunteers to carry out various functions within the charity, particularly keeping a record of and managing Authorised Collectors around the country.
- Manage fundraising stock (t-shirts, wristbands, collecting tins, buckets etc.).
- Support the Fundraising team with virtual events; recording results, packing/sending medals.
- Pick, pack and send charity t-shirts to fundraisers.
- Attend quarterly Board meetings to take minutes, then produce the Record of Decisions and Minutes for distribution. For meetings, book rooms and refreshments, arrange access, parking, transport etc. Coordinate remote attendance.
- Process regular Gift Aid returns with HMRC in conjunction with the Finance team.
- Provide additional in-person support at fundraising events, sometimes on weekends.
- Admin of new Airborne Network (ABN) members.
- Liaise with the Finance Team on efficient receipt of funds and identification of source. Secure cash counting as required in conjunction with Finance. Maintain log of activities and track funds raised.
- Source photos and text from multiple regimental sources for annual retail calendar.
- Maintain and update library of visual resources (logos, publicity photos etc.).
- Admin support to production of Pegasus Magazine.