

Understanding Dementia: Administrator role

Fixed term contract until March 2027 with the possibility of extension

About Understanding Dementia

Understanding Dementia is a small charity aiming to bridge the gap between dementia awareness and a real understanding of the condition. We train Family Carers, Health & Care Professionals and Volunteers to lessen the impact of dementia on the individuals in their care by using specialist communication skills that are evidence-based and easy to learn.

Role Purpose

To ensure the smooth running of the charity's office, provide comprehensive administrative support, and support training, fundraising and marketing activities. The Office Manager will be the first point of contact for enquiries, manage administrative processes and help promote the charity's work.

Key Responsibilities

- Administration & Office Management**

- Update and maintain the charity's website in conjunction with Webmaster, including training pages, event listings, testimonials and news.
- Act as the first point of contact for all enquiries (phone, email, website, social media), providing information, signposting and maintaining accurate enquiry records.
- Maintain and update databases for donors, trainees, volunteers and supporters, ensuring compliance with data protection regulations.
- Enter and manage participant information, record attendance, update spreadsheets and process orders, including stock management, posting and invoicing.
- Coordinate bookings for events, training sessions and meetings, including venue hire, catering, volunteer scheduling and the preparation and distribution of agendas, handouts, forms and certificates.
- Support online and in-person sessions by admitting attendees, providing refreshments, assisting with basic technical issues and following up with absentees.
- Process invoices, payments, petty cash, and reconcile accounts using relevant financial platforms or software.
- Prepare monitoring information, quarterly returns, demographic data, feedback summaries and case studies for funders or reporting requirements.
- Track budgets for fundraising and marketing activities.
- Maintain filing systems (digital and paper), manage correspondence, order office supplies and ensure the office environment is organised and welcoming.
- Liaise with suppliers, venues, partners and external organisations as needed.

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Marketing & Communications Support

- **Website & Social Media:**
 - Update and maintain the charity's website in conjunction with Webmaster, including training pages, event listings, testimonials and news.
 - Schedule agreed social media content (Facebook, Twitter, LinkedIn), respond to comments/messages and manage closed groups.
 - Set up and maintain WhatsApp groups for each cohort of trainees.
- **Promotional Materials:**
 - Help draft, and send e-newsletters, mailshots, and promotional materials to the charity's database.
 - Book advertising space in relevant publications, send agreed artwork/copy and negotiate prices.
- **Networking & Events:**
 - Support the planning and delivery of fundraising events (barn dances, quiz nights, sponsored challenges), including publicity, sponsorship and volunteer recruitment.
 - Represent the charity at local partnership meetings and community events.
- **Compliance & Reporting**
 - Compile quarterly figures and feedback for monitoring forms.
 - Research and write up annual case studies.
 - Ensure all administrative processes comply with relevant policies and legislation.

Person Specification

- Proven experience in office administration, ideally within a charity or small organization.
- Excellent organisational and time-management skills, with attention to detail.
- Strong written and verbal communication skills.
- Proficiency in Microsoft Office, database management and digital tools (social media, accounting, file sharing etc); willing to learn website management, orders, bookings etc.
- Experience in event coordination and financial administration desirable.
- Ability to work independently and as part of a small team.
- Empathy with carer-related issues (dementia training provided).

Benefits

- Opportunity to make a positive impact on carers and people living with dementia.
- Opportunity to learn about dementia, including specialist dementia communication skills
- Supportive and friendly team environment.