

CARDIOMYOPATHY UK	
JOB DESCRIPTION	
Post Title	Services Assistant
Accountable	Head of Services
Reports to	Head of Services
Date	April 2022
Contact	Ali Thompson
Contract Type	Permanent (part-time 21 hours per week)
Salary	£21,000 FTE; 21 hours £12,600 plus 3% pension contribution
Location	Main office, Amersham

JOB SUMMARY

The main purpose of the role is to provide administrative support to the Head of Services and the wider services team, contributing to service delivery output, supporting service lead managers and undertaking specific projects as defined by the Head of Services.

Key Working Relationships

Internal	External
Head of Services Information Manager Community Peer Support Manager Youth Support Manager Support Nurses Volunteers	Venue administrators Healthcare providers General public

1.0 Key Responsibilities

- 1.1 Ensuring bulk requests for hard copy information resources are sent to the requesting hospital / clinic in a timely manner
- 1.2 Ensuring requests from individuals for hard copy information resources are actioned promptly
- 1.3 Updating current and new service user records to the charity's database
- 1.4 Supervising the logistics for events, to include the charity's national conference, and couriering of services assets to support group leaders, clinics and venues / volunteers as required
- 1.5 Coordinating delegate registration at national conference
- 1.6 Provision of resource support to in-person community support group meetings
- 1.7 Creation and development of working list of NHS Trusts / hospitals invested in receiving outreach / social prescription support from the charity

- 1.8 Active liaison with relevant NHS administration teams to organise on site meetings and social prescription webinars for clinical teams
- 1.9 Responsible for the upkeep of volunteers' online training records
- 1.10 Proof reading all draft information resources prior to final publication
- 1.11 Providing administrative support to the Head of Services

2.0 General

- 2.1 Undertake additional duties as required in accordance with the responsibilities of the position.
- 2.2 Ensure at all times that the charity's reputation as an authoritative and responsible information source is maintained and enhanced.
- 2.3 Ensure appropriate levels of confidentiality and data protection are maintained
- 2.4 Bring to the attention of the Head of Services any concerns which may affect the performance of the role

3.0 Equal opportunities

- 3.1 The charity is committed to promoting equal opportunities and the post-holder has a leading role in ensuring equity in employment opportunities.

4.0 Health & safety

- 4.1 In addition to any responsibilities specified within your job description above, it is your duty to:
 - take reasonable care of the health and safety of yourself and of the other people who may be affected by actions and omissions at work
 - co-operate with the employer in ensuring that all statutory and other requirements are complied with.

This is an outline of the post-holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the charity.

Person Specification

Attributes	Essential	Desirable
Education	<ul style="list-style-type: none"> • Educated to A-level or equivalent 	
Skills, knowledge and	<ul style="list-style-type: none"> • Sound verbal and 	<ul style="list-style-type: none"> • Experience of the

<p>competencies</p>	<p>written communication skills</p> <ul style="list-style-type: none"> • Able to work across disciplines within the organisation • Able to use own initiative as well as working collaboratively • Meet deadlines with ease • Microsoft Office proficient 	<p>third sector</p>
<p>Personal qualities</p>	<ul style="list-style-type: none"> • Highly organised with an eye for detail • Works well within a team • Empathetic towards the needs of people affected by cardiomyopathy • Committed to excellent service delivery. 	