Thank you for your interest in Crohn's & Colitis UK.

We are the leading UK charity in the battle against Crohn’s Disease and Ulcerative Colitis (collectively known as Inflammatory Bowel Disease or IBD). Our purpose is to improve the lives for everyone affected by these diseases. Crohns and Colitis are lifelong and debilitating conditions that affect over 300,000 people in the UK with nearly half of those being diagnosed each year under the age of 29. Our work covers a broad range of activities designed to achieve a better quality of life, improve support and services and, ultimately, find a cure.

We have an exciting opportunity to join our Volunteering team as a Support Services Assistant. You’ll be responsible for providing comprehensive administrative support to our information and support services function, particularly the team providing events across the UK for young people and families.

We are a values-led organisation with a supportive, can do and friendly working culture. We are based in Hertfordshire so we are easily accessible by road and rail. We offer highly valued on-site free car parking, along with a range of other employee benefits.

Our Commitment to Equality, Diversity and Inclusion: As a charity we are committed to equality, diversity and inclusion and we do not accept discrimination of any kind. We are keen to recruit colleagues with a range of experience, regardless of age, disability, gender, gender re-assignment, race, religion or belief, sexual orientation, marital or civil partnership status or maternity status.

Living Our Values: As an organisation, we work with shared values of Ambitious, Compassionate and Stronger Together. In our recruitment and selection processes, we will seek to ensure that we demonstrate Our Values.

To apply for this role, please complete the application form and the supporting statement section providing evidence and examples of how you meet the criteria of the person specification, and what you feel you would bring to this role.

If you have questions or would like to have a conversation before formally applying, please contact David Risser on 01727 83 00 38. We very much look forward to hearing from you.
ABOUT US

Our Vision
Improved lives today. A world free from Crohn's and Colitis tomorrow.

Our Mission
We break taboos. We drive pioneering research. We support and bring people together. We campaign to improve lives. We are leading the fight against Crohn's and Colitis.

Our Values
As a charity we work to an ethos of share values. These are:

• We are ambitious
• We are compassionate
• We are stronger together

What we do
We lead the battle against Crohn’s Disease and Ulcerative Colitis and we won’t stop until we’ve won.

Crohn’s & Colitis UK is the leading UK charity in the battle against Crohn’s Disease and Ulcerative Colitis. We are fighting to achieve a better quality of life for the 300,000 people in the UK suffering physically and emotionally from these and other forms of Inflammatory Bowel Disease (IBD). Ultimately, we want to find a cure.

For more than 35 years, we’ve been working with and for patients and their families, the nurses, doctors, and all those that work in healthcare that treat them, and the policymakers who can bring about change.

• We provide high quality information and support to enable people to manage their conditions. We believe people living with Crohn’s and Colitis should be able to live their lives to the fullest.

• We work with the UK health sector to improve diagnosis, treatment and management of IBD. We want everyone with the conditions to have access to the best specialist services.

• We support life-changing research to increase knowledge of the causes and the best treatments for Crohn’s and Colitis. We want to improve lives now, and lead the mission to find a cure.

• We campaign vigorously alongside the IBD community and our partners – for more knowledge, better services and more support for our ongoing fight against IBD.

Join our fight against Inflammatory Bowel Disease.

Further information
www.crohnsandcolitis.org.uk
JOB DESCRIPTION

Grade: E  Reports to: Young People & Families Development Officer

Overall Purpose:
To provide comprehensive administrative support to our support services efforts, particularly those aimed at young people and parents, and to ensure effective delivery of agreed tasks and projects within clear timescales, to enable the team to deliver front-line services more effectively.

Key Responsibilities:

Tasks include, but are not limited to:

• Uploading and managing web content for events, applying approaches that are most effective for ensuring good attendance.

• Promoting events via mass mailouts to event participants and others, proactively finding and applying solutions to build attendance at our events.

• Collating, reporting and in some cases acting on feedback from participants via digital survey platform.

• Managing the waiting list for events to be optimally effective for those we serve.

• Liaising with external suppliers and partners, influencing people to ensure the best outcomes.

• Handling financial administration of submission and tracking of event expenses.

• Managing group inboxes, ensuring that charity workers respond quickly to enquiries.

• Overseeing all volunteer recruitment applications, insuring they are shared with the appropriate teams.

• Creating and managing event registration emails

• Finding and applying solutions to manage promotion, recruitment applications and messages, in order to improve our uptake and consistency.

• Handling venue bookings and the like.

• Tasks similar to the above, as needed, for new projects and in any area of Information and Support Services.

• To ensure event-related databases are kept up to date, and to willingly handle any changes we might make in the future regarding systems we use for tasks above.

Other duties and responsibilities:

• Ensure personal safety while at work both on- and off-site and helping to ensure the safety of others.

• Take a flexible approach to work and duties, within an appropriate level of responsibility.

• Work as a team player and liaise effectively with other colleagues.
- Work in line with Charity values and maintain the reputation and standing of the Charity.

- Travel to meetings in the UK and be away from home overnight occasionally, as the job reasonably demands.

- Work weekends and evenings if required, on a very occasional basis.

- Follow safeguarding policies, and obtain any safeguarding certification deemed necessary by the Charity.

- Ensure data protection processes across all areas of work.

The purpose of this job description is to focus attention on the most important aspects of the jobholder’s role. It is not intended to be a complete list of the duties; therefore it is to be expected that the day to day performance of the job will include tasks not listed above. The list of duties for which the jobholder is responsible may reasonably be varied or added to at the discretion of the charity.
PERSON SPECIFICATION

Skills, Knowledge & Experience

Experience:

• Experience of managing the administrative portion of organizing events, for example promotion and mailings, registration, digital collation of feedback, managing group inboxes and responses. Similar, transferable experience will be considered.

• Experience of working in a customer-service environment, with proven ability to find and apply solutions to tasks similar to the above to improve uptake and consistency.

• Excellent IT skills including Microsoft Office programmes (Word, Excel, Publisher & PowerPoint), and the ability to quickly learn our systems for mailings and the like.

• Experience of accurate data entry, and populating and tracking databases

• Experience of contributing to multi-team projects whilst being able to manage and deliver individual workload.

• Experience working with volunteers is desired, but not essential, as the successful applicant will manage volunteer recruitment applications.

Skills:

• Excellent interpersonal skills - the ability to deal sensitively and effectively with queries.

• Excellent communication skills - clear and concise verbal and written correspondence.

• Attention to details and ability to work with methodically to agreed deadlines.

• The ability to proactively seek solutions and apply them.

Attitudes:

• Calm, consistent and flexible approach to work.

• Enthusiasm and energy to interact with supporters.

• A passion for increasing the uptake of our services, helping to ensure that our events serve more people.

• A commitment to the principles and objectives of Crohn’s & Colitis UK, being able to represent the Charity professionally both internally and externally.
BENEFITS

Salary
A competitive salary that is reviewed annually. Our annual salary review takes into account a number of factors, including an individual’s contribution and performance against objectives.

New recruits are automatically enrolled into our Group Personal Pension Plan. We offer two levels of contribution:

<table>
<thead>
<tr>
<th>Employer contribution% of basic annual salary</th>
<th>Length of pension membership</th>
<th>Employee Contribution% of basic annual salary</th>
</tr>
</thead>
<tbody>
<tr>
<td>5%</td>
<td>On joining the scheme</td>
<td>3%</td>
</tr>
<tr>
<td>8%</td>
<td>After 6 months the member can choose to move up to this band or stay on the initial rates</td>
<td>5%</td>
</tr>
</tbody>
</table>

Hours of work
The standard working week at Crohn’s & Colitis UK is 35 hours, start, and finish times can be agreed between the employee and their manager. In addition, a number of roles are undertaken on a part-time basis.

Holiday entitlement
The basic holiday entitlement is 25 days leave per year, increasing by one day for each year’s service up to a maximum of 5 days, giving a total of 30 days in addition the 8 bank holiday days. The holiday year runs from January to December each year.

Family friendly policies
We have a range of flexible family friendly policies to support our employees with a healthy work-life balance these include:

- enhanced maternity and paternity leave and shared parental leave
- salary sacrifice childcare vouchers
- the right to apply for flexible working

Your development
Crohn’s & Colitis UK is committed to the training and development of its employees. We have a performance review and development scheme designed to help all staff to develop in their roles. Financial support and/or study leave may be offered to individuals who are studying for professional qualifications.

Season ticket loans
We appreciate that travel to and from work can be expensive and that buying annual tickets can mean savings for our employees. We therefore offer an interest free loan for season tickets, repaid directly from salary each month.

Our office
Our informal, open plan office space has been designed to create a vibrant and productive workspace for all our staff.

Cycle to Work
**HOW TO APPLY**

To apply, please email your application form along with our equal opportunity monitoring form to [jobs@crohnsandcolitis.org.uk](mailto:jobs@crohnsandcolitis.org.uk) ensuring that your application fully addresses the criteria outlined in the job description and person specification.

Alternatively, post your application to:

Human Resources  
Crohn’s & Colitis UK  
1 Bishops Square  
Hatfield  
Herts  
AL10 9NE

Closing date for applications **4 March 2019** (9:00 am)

First interview: Week commencing **11 March 2019**