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| JOB TITLE:**Experience Administration Assistant** |
| Department: Operations |
| Division: Experience |
| Line Manager: Head of Experience |
| Contract Type: 6-month FTC | Hour: Full time or part time |
| Salary Range: £22,520 - £24,520 (if part time, salary will be pro-rata) |
| Location:In line with contracts of employment all roles at Make-A-Wish are Reading based and employees need to be comfortable travelling to the Make-A-Wish Reading hub on a daily basis or minimum of 4 days per week at their own expense. |
| Direct reports/Immediate relationships:Director of Operations|Head of Experience|Experience Team Administrative Assistant  |
| Core Purpose:As part of a core team, our Experience Team provide excellent administrative support and ensure our stakeholders have a magical experience. In this busy and varied role, you will be responsible for communications, the acknowledgement of support, the fulfilment of materials, and other admin tasks. |
| Key Responsibilities:* Deliver a magical experience for Make-A-Wish stakeholders
* Be the first point of contact for a wide range of stakeholder groups, via, phone, post, personal email and shared inboxes. Dealing with all enquiries in a professional, timely way, which always exceeds expectations aligned with Make-A-Wish Values – Be Inspiring, Be Magical and Be Inclusive.
* Be the voice of Make-A-Wish across our Social Media Platforms – Resolving queries, commenting, signposting and replying to our Stakeholders in line with agreed timescales
* Ensure all stakeholders have been thanked for their contribution in a magical, courteous and sensitive manner with a focus on surprise and delight or pass to the relevant Team to acknowledge where appropriate.
* Responsible for the opening, processing and/or allocation all mail received at the Hub
* Ensure that stakeholder details and data are accurately entered on the database, including mailing preferences and gift aid declarations, in a consistent manner in accordance with procedures
* Support the process of online stakeholder registrations via a variety of external online platforms including coding and importing into the database
* Provide fulfilment of materials required by the wider team.
* Ensure stock supplies are maintained and managed
* Provide efficient and effective administration and data support to the wider organisation as required

**Organisational responsibilities** * Within Make-A-Wish's performance & growth framework “Being Brilliant” initiate regular conversations with your line manager when you discuss your role objectives, personal development, wellbeing and other topics
* Complete one Wish Discovery (meeting the wish children and their family to help them explore what their wish could be) and one fundraising event a year
* Attend whole organisation meetings like monthly symposium and townhall as well as ad-hoc training opportunities as required; and as much as possible attend social events happening twice a year.
* Work with your colleagues across the organisation within the framework set in Make-A-Wish Ways of Working

As a Make-A-Wish colleague, you will also need to:Actively support our wishgranting through voluntary activity to support Make-A-Wish. We encourage all colleagues to become Wish Makers.Have a practical understanding of the Make-A-Wish values: Be Magical, Be Inclusive and Be InspiringStrengthen relationships between different members of the Make-A-Wish community to ensure everyone works in collaborative and inclusive way.Attend organisational meetings, like symposiums and town halls.Keep yourself informed about things going on across the organisation by making use of internal communications channels, e.g. Teams, Wish Wisdom (our colleague newsletter).Keep yourself informed on the strategy and plans of the organisation in order to be able to fully contribute to them through your role. Actively listen to other people, particularly those with views that are different to your own. Embed the principles of our Equality, Diversity and Inclusion Charter within your role. Be open to collaboration and working across different teams to help the organisation achieve its strategic objectives. Be able to work independently in an agile environment, understanding that different people across the organisation have different working patterns. Be able to work with your colleagues and other members of Make-A-Wish community as one team, united in a common vision and mission, and support organisational efforts of reaching every child by, for example, answering phones when other teams are busy, supporting activities happening across the organisation, etc. |
| **PERSONAL PROFILE** |
| To be successful in this role you will need:Essential Criteria* Educated to a GCSE level A- D or equivalent BTEC.
* Strong communication skills at all levels, both written and oral Experience of processing/inputting data

• Excellent organisational and administrative skills• Experience of working with databases• Ability to manage multiple priorities and meet tight deadlines in a fast-paced environment• Ability to work on own initiative without supervision• Ability to focus on accuracy and a strong attention to detail• Creative and a problem-solver• Strong team-working skills and ethos and a great rapport builder with a range of peopleSkills, knowledge and behaviours required for this role* Experience working within a team environment but also able to work autonomously in a self-motivated way.
* Excellent organisational and time management skills with the ability to be able to prioritise an ever-changing workload.
* The ability to communicate effectively (written and verbal)
* To be able to be flexible and open to change in a fast-paced working environment.
* Be led by the needs of the Wish Child in all we do and make decisions as close to the child as possible. Wherever possible by the child.
* Have practical understanding of Make-A-Wish values: Be Magical, Be Inclusive and Be Inspiring
* Actively listen to other people, particularly those with views that are different to their own
* Embed the principles of Equality, Diversity and Inclusion within their role
* Open to collaboration and working across different teams to help the organisation achieve its strategic objectives
* Be able to work independently in an agile environment understanding that different people across the organisation have different working patterns
* Be able to work with your colleagues and other members of Make-A-Wish community as One Team united in common vision and mission and support organisational efforts of reaching every child by e.g. answering phones when other teams are busy, supporting activities happening across the organisation
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