



## POSITION DESCRIPTION

**Position:** Corporate Services Administrator

**Reporting to:** Corporate Services Manager

### Functional Working Relationships:

**Internal:**

All Life Flight Staff

**External:**

Public

Sponsors and Community groups

Supporters

Volunteers

## Job Scope

The person in this role is expected to provide administration assistance to the fundraising, marketing and communications team (FMC) and the corporate services team (CS) of Life Flight.

One of the key requirements is to assist the FMC team to ensure that donor tasks are managed in a timely and appropriate manner. This includes the correct processing of donations, attending to general email requests, timely outwards mail processing, and other donor and supporter related tasks.

The Corporate Services Administrator will also be required to answer relevant incoming calls, meet and greet visitors to Life Flight and collect and open the mail.

As Corporate Services Administrator this person also has a responsibility for carrying out with minimum supervision Life Flight's office functions including property maintenance and office supplies.

This person will have excellent data entry skills, an understanding of office processes and possess good written and oral communication skills. They will also be willing and enthusiastic to assist in the myriad of tasks that arise when working within the not-for-profit sector.

# Key Tasks

## Donor Base Assistance:

- Data Entry and processing of donations
- Ensuring that all tasks associated with the donor database are completed in an accurate and timely manner
- Sending out receipts, welcome packs, certificates, patient surveys and other communications as required.

## Volunteer Coordination:

- Contacting and coordinating volunteers to support Life Flight's Flagship events (e.g. Street Appeal, Open Day, Gala etc) and Community Events

## Reception:

- Frontline reception
- Answering inwards telephone calls and emails
- Meeting and greeting visitors
- Collecting and opening the mail
- Providing support for various functions including catering
- Coordinating reservations for the meeting rooms

## Event Support:

- Attend events to provide event support and represent Life Flight
- Coordinate inbound and outbound posters, banners, and merchandise
- Liaise with community event fundraisers and provide support for their activity
- Assist with securing and coordinating auction and raffle prizes for events
- Build relationships with potential prize suppliers (including cold approaches) and maintain relationships with existing providers.

## Supporter recognition:

- Thanking supporters – including making thank you phone calls and liaising to ensure high value givers are recognised appropriately and sensitively handling in memoriam gifts
- Assist with base visits and tours where necessary

## Office Tasks:

- Coordinate property maintenance to ensure building is well maintained
- Ensure annual building warrant is achieved
- Manage stationery, office and operational supplies

## Team Work:

- Make a positive contribution to the achievement of Life Flight's objectives
- Work closely with all staff to ensure deadlines are met
- Promote good communication at all times with team members and all outside parties

## Other Tasks

In addition to the principal accountabilities, the Corporate Services Administrator will carry out other office support duties as may be required from time to time

## **Person Specification:**

Staff must exhibit personal attributes that include:

- Friendly and communicative personality with the ability to build rapport across our teams and our supporters
- Accurate computer skills particularly word processing and data entry
- Excellent task prioritisation and customer focus skills
- A high level of professional integrity, honest and trustworthy
- Keen understanding of the need to deliver results
- Independence, use of initiative, seeks new learning situations
- Motivated with a positive attitude
- Good understanding of office processes
- Appreciation of the values of working in the not-for-profit sector