

 **JOB PROFILE**

**JOB TITLE:** Data & Admin Worker

**REPORTS TO:** Depute CEO

**JOB DESCRIPTION:** Working within a small established charity who provide quality support services to older, vulnerable and isolated people. This is an administrative role with a strong focus on IT, data management and analysis, and activities that require digital, social media and communications skills.

**KEY ACTIVITIES AND ACCOUNTABILITIES**:

**Administrative tasks:**

* Prepare documents, letters and forms using Microsoft office packages to support the Fundraising & Communications team, and Volunteers as needed.
* Respond in a timely, polite and efficient manner to telephone and email enquiries as required.
* Maintain accurate database of contacts, including service users and supporters, in compliance with GDPR and Data Protection.
* Maintain data quality on core database, Beacon, by liaising with staff to ensure information is kept up to date.
* Maintain collection of evaluation evidence, to ensure this is easily available when required.

**Communications Tasks**

Work with CACE staff team to deliver the Communications strategy through a variety of channels including support of social media scheduling, maintaining an up-to-date website and accurate distribution lists.

Support quarterly Newsletters and Home Activity packs, by participating in the creation of content, and leading on printing and distribution.

**Fundraising Tasks:**

* Work to deliver the Fundraising strategy through administrative functions in relation to fundraising initiatives.

Assist with the delivery of robust supporter journeys and audience engagement.

Assist with maintaining income generation information on the database.

**Evaluation Tasks:**

* Monitor reporting schedules, collate evidence and create reports for evaluation purposes.
* Ensure evaluation deadlines and requirements are communicated to colleagues.
* Create monthly Engagement and Analytics Reports.
* Create and maintain evaluation tools including surveys and reports.