

JOB TITLE: Administrator

LOCATION: Remote / Home Working

CONTRACT: Permanent

HOURS: 20 hours per week (10 am-2 pm, Monday to Friday)

SALARY: £28,000 - £35,000 (pro-rata)

HOLIDAYS: 25 days annual leave, plus bank holidays

REPORTS TO: Office Manager

ABOUT US

Oracle Head and Neck Cancer UK's vision is to improve the quality of life and outcomes for head and neck cancer patients in the UK through the support of key programmes, raising awareness and addressing growing healthcare inequalities.

ROLE SUMMARY

The Administrator will play a critical role in ensuring the smooth and efficient operation of Oracle Head & Neck Cancer UK. As one of the first points of contact for our community — including patients, supporters, and healthcare professionals — you will ensure compassionate, timely, and professional communication.

In this varied role, you will also be responsible for maintaining records, preparing meeting materials, minute-taking, supporting payments and grant processing, and assisting with HR and finance tasks. Additionally, you will help with event management and general project support. Given our small team, this role requires someone who can work independently in a fast-paced environment, take initiative, and manage multiple tasks efficiently.

This is an exciting opportunity to contribute to a meaningful cause and help Oracle raise awareness and provide support for those affected by head and neck cancer.

KEY RESPONSIBILITIES

Administrative Support

- Oversee the main inbox, responding to queries and redirecting them to relevant team members as necessary.
- Assist in organising and preparing materials for team meetings, board meetings, and other events.

- Support the Office Manager with HR-related tasks, financial administration, and maintaining project timelines.
- Assist the wider team in project delivery and grant processing.
- Take accurate minutes during meetings, ensuring that decisions, actions, and follow-up tasks are clearly documented.
- Schedule meetings, ensuring materials are distributed in advance and attendees are informed of details.
- Assist in the management of both internal and external events, including logistical support and attendee coordination.

Customer Care

- Act as the first point of contact for Oracle, offering compassionate and professional communication.
- Handle inquiries by phone and email, providing prompt support and guidance where needed.

HR, Finance & Event Support

- Assist the Office Manager with HR-related duties, such as tracking staff leave and maintaining personnel records.
- Support financial administration, including processing payments and helping with budgeting tasks.
- Provide event management support, including handling logistics for fundraising events and promotional activities.

EXPERIENCE

Essential

- Proficient in the use of Microsoft Office 365 (Word, Excel, Outlook, and Teams).
- Experience using CRM systems to manage records and communication.
- Strong administrative skills, with experience in data entry, mailbox and record management, and reporting.
- Experience in providing high-quality customer care via phone and email.
- Previous experience in organising meetings and taking minutes.
- Experience working in the charity or not-for-profit sector, with an understanding of its unique challenges and opportunities.

Desirable

- **Event Management Experience:** Prior experience in planning and managing events.

- **Experience in HR and Finance Support:** Familiarity with basic HR procedures, such as record-keeping, as well as finance tasks like invoicing and payment processing.
- **Experience in the Healthcare Sector:** Experience working within healthcare or medical environments, particularly with a focus on patient care and support, would be advantageous.

The ideal candidate

- **Empathy and Compassion:** Ability to engage with and support individuals from diverse backgrounds, including those affected by cancer.
- **Excellent Communication Skills:** Strong verbal and written communication, capable of handling sensitive information and providing clear guidance to patients, donors, and healthcare professionals.
- **Organisational Skills:** Well-organised, with the ability to prioritise multiple tasks and meet deadlines. A proactive approach to managing workload is crucial.
- **Team Player:** Able to work collaboratively in a small, dynamic team while also demonstrating self-motivation and the ability to work independently.
- **Attention to Detail:** High level of accuracy in maintaining records, preparing meeting notes, and managing project tasks.
- **Tech-Savvy:** Confident in using modern office technology, particularly in remote working environments, and keen to adopt new tools that support efficiency.

We welcome applications from someone who is organised, compassionate, and looking to make a significant impact within a small, but mighty, fast-moving charity.

To apply, please submit a CV and supporting statement to charlotte@oraclehnc.org.uk and include “Administrator role” in the subject box. Your supporting statement should be **no longer than one side of A4** and demonstrate how you meet the above areas of the role.

Important information

The closing date for applications is 31/10/2024 at 12pm; however, we reserve the right to close the vacancy early if a high volume of applications is received.