

POST:	Engagement Team Administrator
SALARY RANGE:	£16,380 – £18,270 (£27,300 – £30,450 FTE)
TERM:	Fixed term contract until 30 April 2029
HOURS:	22.5 hours per week
ACCOUNTABLE TO:	Head of Engagement

Job Summary

This varied role supports ReMind UK's multi-functional Engagement Team, providing administrative and co-ordination support across Fundraising, Communications and Volunteering as well as our expanding post diagnosis support programme. The role will support stewardship of supporters and beneficiaries through managing enquiries, liaising with people affected by dementia, inputting and monitoring data capture for the team and supporting the Post Diagnosis Programme through co-ordinating our regular events and courses out in the community. The post holder will work with Head of Engagement and the Post Diagnosis Support Programme Manager providing high level administration and customer service, ensuring the team deliver efficient communications and an excellent supporter and beneficiary experience.

ReMind UK overview

ReMind UK is an independent charity and internationally renowned centre for research, diagnosis and treatment of neurodegenerative diseases. Our research aims to improve life for people with dementia and their families and carers, and to find drug and non-drug treatments for people with conditions such as Alzheimer's disease and other diseases predominantly affecting older people. Our contracted NHS Memory Clinic service, private memory assessments and allied activities provide support to people affected. We are currently in an ambitious phase of development looking to increase our clinical and academic research programme. We work closely with the Universities of Bath, Bristol and other research Institutions, both nationally and internationally and with the Royal United Hospital, Bath.

KEY RESPONSIBILITIES

1. Support the Engagement Team through undertaking regular and ad hoc administrative tasks for colleagues as requested and as agreed by Head of Engagement and Post Diagnosis Support Programme Manager.
2. Support the setup of post diagnosis support interventions as required through confirming room bookings, supporting development of weekly session scheduling, including liaising with external and internal Facilitators, monitoring and purchasing refreshments, creative materials and session sundries.

3. Ensure that registers taken to events and course sessions are confirmed and communicated to the team on time and include the information required to safeguard attendees and maintain accurate reporting.
4. Ensure the effective collection, management and reporting of supporter and beneficiary data, including enquiries and expressions of interest in events and courses. Maintain accurate, secure and well-structured records to support reporting, analysis and engagement activities.
5. Liaise with Post Diagnosis Support Facilitators to collate beneficiary feedback and project evaluation data, ensuring accurate and up-to-date information is maintained for regular monitoring and reporting.
6. Maintain supporter and payment data on CRM, sending thank you and retention communications as required.
7. Work with Communications colleagues to ensure that data preferences are accurately captured across digital platforms and maintained on CRM.
8. Support the team through co-ordinating the processing of any actionable feedback or complaints received from supporters or beneficiaries in accordance with ReMind UK's complaints procedure.
9. Speak to beneficiaries expressing an interest or being referred to the Post Diagnosis Support programme, ensuring they are signposted or appropriately allocated a suitable event or course and that any modifications necessary are communicated to the team to ensure participant safety.
10. Gather stories, testimonials and images from Facilitators and beneficiaries maintaining accurate records of permissions for use.

This job description is intended to provide a broad outline of the main responsibilities only. The post-holder is required to be flexible in developing their role in agreement with their line manager. They may also be required to undertake other duties that are appropriate to the level of the role and their skills, knowledge, and experience, in support of ReMind UK's aims and objectives.

PERSON SPECIFICATION

	Essential	Desirable
Knowledge and Experience		
Excellent administration and organisation skills	✓	
Proven experience of excellent customer service	✓	
Ability to demonstrate strong relationship building skills	✓	
Experience of accurate data entry, monitoring and reporting	✓	
Experience of using Microsoft Office including word, powerpoint, excel and outlook	✓	

Knowledge and ability to use a database/CRM system	✓	
Experience of working in a charity or not-for-profit setting		✓
Knowledge of GDPR and experience of applying the protocols		✓
Essential competencies, skills and experience		
Polite and professional manner and ability and empathy to deal with people who may be confused or have difficulty communicating.	✓	
Good time management, with the ability to work on your own initiative and to prioritise a busy and diverse workload	✓	
Ability to plan and manage varied workload	✓	
Excellent verbal and written communications skills	✓	
Self-directed, confident and proactive	✓	
Good team player with a friendly can-do attitude	✓	
Organised, calm under pressure, able to prioritise effectively and work to deadlines	✓	
Current driving licence		✓
Willingness to work occasional weekends and evenings		✓

Confidentiality statement

The post holder must maintain the confidentiality of information about patients, staff and other business in accordance with the Data Protection act and organisational policies.

Safeguarding adults and children

ReMind UK is committed to safeguarding and promoting the welfare of vulnerable adult, children and young people and expects all staff and volunteers to share this commitment.

Health & Safety

All employees are expected to comply with the Health & safety at Work Act 1974, and other relevant health and safety legislation and regulations. The post holder must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.

Equal Opportunities

ReMind UK is committed to equality of opportunity in the workplace.

DBS and Eligibility

You must have eligibility to work in the UK. All staff at ReMind UK are required to undergo DBS checks.