



Life is precious

Supporting babies, children and young people with complex disabilities and life-limiting conditions in the North-east of Scotland

Application Pack Office Administrator



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May 2019

Dear Applicant,

Office Administrator

Thank you for your interest in the above role.

Charlie House is a locally based children's charity which engages in activities and projects to support children with complex disabilities and life limiting conditions and their families in North-east Scotland. The charity currently provides a regular Activity Club, activities for siblings and parent carer groups. Since 2014, we have also provided an annual Activity Short Break for families. We also fund a Community Nurse and we are very excited to develop the Community Support Team going forward.

Recent research has shown that the number of children and young people with a life-limiting condition in Scotland has increased by 50% over the last 10 years. There are at least 1500 children and young people in the North-east with a life limiting condition and we want to be there for every one of them.

Our existing Activities Club, Siblings Club, Parent/Carer Club and annual trip for families to Kielder are already very well attended but our aim is to have more opportunities, emotional support and choices for our families.

This post is a key role in supporting the ongoing development of our very special charity. As already mentioned this will enable us to support the expansion and enhancement of our existing services but also support our long term goal of providing a specialise care and support centre in Aberdeen.

We are looking for someone who is as passionate and enthusiastic as we are about helping these very special children live life to the full. If you feel that you can help us to deliver our goals, we look forward to receiving your application.

Kindest Regards,

Susan

Susan Crighton

Director of Fundraising



About Charlie House

Grampian Children's Respite Care was established in late 2010 to address the identified difficulties in accessing appropriate care and support for children and young people with complex needs, and their families, in the North-east of Scotland. The charity was launched officially in January 2013 after securing charity registration and the support of NHS Grampian and Social Care professionals in the area for our proposed projects.

In the very early days we commissioned research into caring for a child with a disability. The Carers Report highlighted the difficulties of caring for a child with a disability and the impact on finance, relationships, health and well-being of the whole family. This report echoed many other studies conducted both in Scotland and across the UK by charities such as Carers UK and Shared Care Scotland. It is widely accepted that supporting carers with their caring role means that they can care better for longer and improve the well-being of the whole family.

Children with complex disabilities, and/or life-limiting conditions, more often than not, experience a degree of social exclusion as they are not able to take part in everyday activities that others their age can. They have limited opportunities for making friends, enjoying activities and having fun. The whole family becomes more socially isolated than most and are often dealing with stressful caring situations without access to appropriate support.

Our Purpose and Vision

The charity is known publicly as Charlie House; its purpose is to engage in activities and projects to support children with complex disabilities and life limiting conditions and their families in North-east Scotland.

Our vision is that all children with life limiting conditions in the North-East receive the necessary support they require from the very start of their life journey, including a smooth transition from hospital to home, receiving practical and emotional support for the whole family, enjoying activities, making memories and living life to the full.

Our mission is to improve life quality for children with life limiting conditions and their families in North-East Scotland.

Future Plans

In the short term, our plans are to expand the Activities Club, establish sibling and parent carer support groups and expand our community team. In the long term, we will be progressing our plans for a Specialist Care Centre in Aberdeen.

For more information on Charlie House visit our website www.charliehouse.org.uk, check out our Facebook page or follow us on Twitter @CharlieHouseHQ.



Role Profile

Position	Office Administrator
Type	Permanent
Hours	20.75 hours per week (9.30 am - 2pm with 15 minute break)
Location	Office based
Reports to	Fundraising Team Lead
Role purpose	To support the fundraising activities of the charity by providing up to date records and acknowledgments for all donations. Support the Charlie House Team in delivering on key targets.
Responsibilities	<p>Fundraising</p> <ul style="list-style-type: none"> • Preparing merchandise/presentation boxes • Responsible for merchandise stock control • Responsible for allocation of fundraising items – cans, buckets, banners etc. • Processing incoming mail • Processing Shopify orders • Supporting fundraising activities and events as required <p>Finance</p> <ul style="list-style-type: none"> • Processing Gift Aid forms • Carrying out cash counting and banking • Managing petty cash and floats • Completing pay in record sheets prior to banking • Ensuring that we are compliant with regards to GDPR <p>Services</p> <ul style="list-style-type: none"> • Processing referrals on Salesforce • Assistance in typing notes • Supporting all service activities as required <p>General</p> <ul style="list-style-type: none"> • Ordering office stationery • Preparing all thank you letters • Responsible for recording and acknowledgement of all gifts in kind
Key internal contacts	You will work closely with the Fundraising Team, Services Team, Board of Trustees.
Other considerations	Ensure regulatory compliance – with internal policy and procedure alongside external requirements e.g. health and safety, fundraising standards, practices and policies. You may be required to occasionally work out with normal office hours to attend meetings or events. You may also be required to travel throughout the North-east although expenses are covered and time off in lieu is given where possible.
Holiday entitlement	25 days annually plus public holidays (pro rata)



Personal Specification

Essential experience	<ul style="list-style-type: none"> • Computer literate • Strong organisational and administrative skills
Essential skills & abilities	<ul style="list-style-type: none"> • Excellent verbal communication skills • Excellent collaborative and team skills • Strong time management skills with the ability to work flexibly when required • Able to work independently and to deliver on promises • Great computer skills and database knowledge
Qualifications	<ul style="list-style-type: none"> • Full UK driving licence



Application Procedure

How to apply

To apply for this post, please read the attached information, role and person specifications carefully. If you feel that your skills are suited to the needs of the role please send or email your CV, with two references, and a covering letter to include a statement identifying any relevant skills, experience and abilities that match the specifications required to:

kerry@charliehouse.org.uk

or to:

Kerry Campbell
Charlie House
38 Albyn Place
Aberdeen
AB10 1YN

The closing date for applications is **5pm on Friday 17th May 2019.**

Interviews

Interview dates are expected to be **Tuesday 21st May 2019** and will take place in Aberdeen. Please indicate in your covering letter any dates that are unsuitable, we will try to accommodate these if your application to interview is successful.

References

Please give the names and addresses of two people who can provide an assessment of your suitability for this post. **One should be your current or most recent employer.** References will not be taken up until the position is offered and accepted.

Work Permit

If you require a work permit to work in the UK please inform us in your covering letter.

Data Protection

All information provided will be kept in accordance with the requirements of the Data Protection Act.