

Pancreatic Cancer UK

Job information pack
Corporate Services Assistant

Thank you
for your
interest in
Pancreatic
Cancer UK



It is a pleasure to know that you are interested in working with us. Please find enclosed further information about this position, which I hope you find helpful.

Pancreatic cancer is a tough one but we're taking it on.

We are supporting those affected by the disease, investing in ground breaking research, lobbying for greater recognition of pancreatic cancer, and being a voice for everyone involved in the fight.

Together we are taking on pancreatic cancer.

- We provide expert, personalised support and information via our Support Line and through a range of publications
- We fund innovative research to find the breakthroughs that will change how we understand, diagnose and treat pancreatic cancer
- We campaign for change; for better care, treatment and research, and for pancreatic cancer to have the recognition it needs.

Pancreatic cancer is the tenth most common cancer in the UK, with 9,400 people diagnosed each year. For decades pancreatic cancer has remained on the side-lines, with survival rates stuck at 3%, and only 1.4% of the total cancer research spend¹ dedicated to beating the disease.

But things are changing.

¹ National Cancer Research Institute partner spend

We've seen the start of positive change in treatment and care for pancreatic cancer patients. Today five year survival rates across the UK are at around 5%, that's 180 more people each year surviving for five years or more.

We will have the first ever national pancreatic cancer clinical guidelines to aid those involved in the diagnosis and treatment of the disease. And UK research investment has now reached £10 million a year.

We have much more to do.

Our ten-year vision is to transform the future for everyone affected by pancreatic cancer.

We will work to increase research spend to a game changing £25 million, with £10 million raised by our own team in the next five years. We will campaign for improved access to treatments, and better care for everyone with the disease. We will double the reach of our flagship service, the Pancreatic Cancer UK Support Line. And increase our income to £10 million a year by 2022.

But we can't do this alone. We have always been at the heart of a determined community of people who share our ambitions. Our staff and volunteers are critical to the success of our plans.

If you feel energised by the prospect of joining our team to help take our challenging agenda forward, we would love to hear from you. You will be joining a great team of determined staff and volunteers in a fast moving organisation with a collaborative, professional culture.

Please take time to read through this job pack, take a look at our website and read through the job description and person specification to see how you would meet with our needs.

We hope to hear from you soon.

With best wishes

Diana Jupp, Chief Executive Officer

Job Description

Corporate Services Assistant

Background

This role is part of the Corporate Services team covering finance, IT, human resources, administration and office support services. We are a positive, helpful and engaged team at the heart of the charity.

Purpose

Under the supervision of the Corporate Services Coordinator, the role provides central administrative support for the charity, to enable staff to work effectively and to facilitate a safe and productive working environment.

The post covers a broad range of office management, HR related administrative tasks as well as IT support and general administrative duties:

1. Reception - acting as the first point of contact for external enquiries
2. Job and volunteering enquiries – responding or redirecting as necessary
3. Office services – post, stationery and supply ordering, booking couriers
4. HR administration – carrying out a range of tasks related to recruitment, new starters and upkeep of staff records
5. General administration tasks

The focus of the role may change according to circumstances, depending on the office environment and emerging needs. For this reason, the candidate needs to have a broad range of administrative skills, with good use of IT. Excellent customer care skills, a can-do approach and willingness to take on responsibilities are essential.

The candidate will be a quick learner, with an understanding of how charities work, so that, as the first point of contact for any enquiry, they will be able to signpost them quickly and efficiently to the relevant service. They will be courteous, polite and helpful.

Pancreatic Cancer UK is a great place to work, with a highly committed staff group. This is an opportunity for a talented individual to make a difference and gain valuable experience in a high profile charity.

Key Responsibilities:

Reception

- Act as our first point of contact for enquirers and supporters by answering the doorbell and phone.
- Respond to or signpost-on enquiries from the public and our supporters received by email, phone or post in a professional and efficient manner.

- Manage the receipt of deliveries, ensure staff are informed of their arrival and store them in our storage facilities.
- Manage the arrival of guests for meetings by answering the door, welcoming them and making them a drink if needed and ensuring that the person they are visiting is aware of their arrival.

Office administration

- Book couriers, manage postage of parcels and packages and be responsible for outgoing post, ensuring it goes out on time and on a daily basis. Open post and accurately log donations (accompanied by another staff member).
- Log and distribute in-bound post
- Check stationery levels, monitor franking machine and printers and manage paper supplies / toner replacement.
- Process orders from suppliers. Liaise with contractors such as repair, waste and recycling services as needed.
- Make travel arrangements for key staff when asked, including booking, taxis,
- Order / source drinks and food for meetings when asked.
- Manage the (Outlook) booking system for internal meetings rooms. Book external meeting rooms when needed.
- Act as first point of contact for health and safety related enquiries. Maintain Health and Safety records and assist with risk assessments as needed. Provision of support and assistance to the Corporate Services Co-ordinator as needed.
- Check paper and stationery levels and order them regularly.
- Help Corporate Services Coordinator to set up board meeting rooms and help arranging refreshments.
- Update staff phone directory, seating plan, key log, desk labels and hot desk form when we have a new starter or leaver.
- File annual leave forms.
- Check kitchen supplies regularly and order them when needed.
- Take notes at meetings as requested by senior managers.

HR administration and support

You may be asked to undertake or support the following activities:

- Monitor the jobs email address and reply to job applicants appropriately using response templates. Respond to general queries about employment and volunteering including fielding agency callers.
- Logging job applications on the system and preparing paperwork for shortlisting on the closing date. Send out interview invitations and regret emails to unsuccessful applicants.

- Collect and collate equality and diversity data from applicants.
- Organize interviews and book rooms as needed. Greet candidates on arrival and print their vetting documents for the Senior HR manager.
- File confidential recruitment paperwork, gathering interview notes from the interview panel.
- Ensure that data protection legislation is adhered to in respect of the collection, storage, retrieval and disposal of recruitment and HR records, as advised by the Senior HR Manager.
- Manage the starter and leaver forms for new starters and leavers, logging details on the system and updating the staff database. Ensure leavers return any office equipment (IT, mobile phones), keys, credit cards and pass cards they have been issued.
- Request the IT Manager to equip and set up workstations and email addresses for new starters in advance of start date. Order any other non IT/telecoms equipment as agreed with new starters' managers.
- Update organisation-seating plan in line with staff database. Ensure there is adequate workspace for staff.
- Deliver on-boarding session with new starters to help them in setting up their email address and show them how to use printers, scanner, conference call, franking machine and also show them all the office information files for staff. Give starters a tour of the office and fire exits, and take them through fire evacuation procedures.
- Assist with the induction programme and induction day as required by the Senior HR Manager.
- Record staff leave and sickness / other absence, and provide information to managers from the system as needed.

Database

- Provide support to the database manager as requested in data cleaning or logging tasks.

Person Specification

Criteria	Essential (E) Desirable (D)	Application (A) Interview (I) Test (T)
Experience		
Previous experience of carrying out similar office administration	E	A
Managing a high volume of email	E	A
Responding to customer needs	E	A
Skills and competencies		
Excellent working knowledge of Microsoft Office (Word, Excel, Powerpoint, Outlook)	E	A, I, T
Well-organised; excellent task and time manager using MS Outlook with the ability to multi-task	E	A, I
Excellent written and oral communication and customer care skills with experience of answering phone calls and responding to emails efficiently and accurately.	E	A, I
Excellent attention to detail and ability to record information quickly and accurately.	E	A, I, T
Ability to develop and maintain office systems including filing and archiving.	E	A, I
Ability to liaise with and gain the trust and respect of a wide range of people at all levels	E	A, I
Ability to show tact and discretion when dealing with sensitive and confidential information.	E	I
Personal qualities		
Commitment to our vision, mission and values: determined, compassionate, pioneering, with integrity, and to learning and development	E	I
Friendly, polite and courteous manner when dealing with people	E	I
Self-starter, able to use own initiative and anticipate problems	E	I
Flexible and able to stay calm under pressure	E	I
Other requirements		
Right to work in the UK at the time of application	E	I

December 2017

Main terms of employment

Reporting to:	Director of Finance and Corporate Services
Salary:	£17,340 - £21,000 per annum
Band:	Assistant
Location:	London SE1
Hours:	Full-time, 35 hours per week, 9am to 5pm
Tenure:	Permanent
Flexible working:	We provide flexible working arrangements to support team productivity and stability. This may include changed working patterns and working from home on occasions.
Holidays:	25 days per year, plus bank holidays The holiday year runs from 1 April to 31 March.
Pension:	Eligible employees will be automatically enrolled into our Royal London pension scheme after three months. PCUK will contribute 4% of gross salary; employees are required to contribute 1% from 1 October 2017 and 3% from 1 October 2018. Employees can opt out of the scheme at any time.
Benefits:	We operate a government-approved childcare voucher scheme, offer travel loans for the purchase of an annual season ticket and a death in service benefit. All employees have access to our employee assistance programme offering a free, confidential helpline on work and personal matters.

How to apply

1. Please **complete the Supporting Statement Template** and send this with your **current CV** to jobs@pancreaticcancer.org.uk setting out how you meet the essential criteria. If you meet the desirable criteria, please refer to those too.
2. If you do not provide the supporting statement, it is unlikely that you will be shortlisted for interview.
3. If you are invited to interview, you will need to bring an original document to prove your **right to work in the UK**. Details will be provided in the invitation.

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