

Job title:	Admin Officer
Salary:	£24,784.50 FTE
Hours:	15 hours per week
Holiday entitlement:	25 days plus bank holidays FTE
Pension:	3% employer contribution; 4% employee contribution (of which 1% is from government)
Location:	Flexible across South Wales (Home working)
Line Manager:	Finance and Operations Manager
Key stakeholders:	Supporters – patients, families, fundraisers Health Care and other professionals Suppliers of goods and services

Purpose:	The Admin Officer plays a key role in supporting the delivery of Kidney Wales' services by providing efficient and responsive administrative support across patient services, fundraising, volunteer engagement, and general operations. Particular focus will be given to providing administrative support for our Patient Grant Programme. This includes maintaining accurate records through our CRM system (Beacon), assisting healthcare professionals with grant applications, responding to queries, and keeping patients informed on the progress of their applications. The postholder will also ensure the timely distribution of welcome packs and key information to new patients. This role is vital in helping to provide a smooth, compassionate, and well-organised experience for patients accessing support through Kidney Wales.
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Responsibilities:	Patient Support and Grant Administration: • Updating Beacon (CRM) with new grant applicants • Assisting healthcare professionals in completing forms correctly and dealing with queries • Following up health care professional issues that arise such as patient address changes
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	• Updating patients on the status of their applications • Posting out new patient welcome packs Fundraising Support: • Posting fundraising packs and certificates • Ensuring timely distribution of materials to donors and supporters • Importing fundraisers onto Beacon • Processing cheques and sending thank-you notes • Collecting and managing post • Assisting with general fundraising queries General Administrative Support: • Posting caps and Fistula bands to healthcare professionals • Sorting and dispatching foreign currency donations • Monitoring and managing the team inbox Volunteer Support: • Booking talks and stalls for volunteer engagement events • Sending materials to volunteers and following up post-event • Updating Beacon with volunteer activity and details Any other duties deemed commensurate with the post
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Criteria for essential knowledge, skills and experiences	Essential: • Proven experience in an administrative or support role • Excellent organisational and time-management skills • Strong written and verbal communication abilities • Comfortable using Microsoft Office and CRM systems (training on Beacon will be provided) • Ability to manage multiple tasks and meet deadlines • High level of attention to detail and discretion • Excellent interpersonal skills, able to work with empathy, tact and diplomacy and represent Kidney Wales at senior level. • Strong team player with a commitment to achieving the vision, mission and values of Kidney Wales. • Promote and support the work of Kidney Wales, including assistance with events.
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	Desirable: • Experience in the charity or healthcare sector • Understanding of data protection and confidentiality best practices • Knowledge of fundraising or volunteer management processes • Welsh speaker
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