



INFORMATION PACK

Action on Postpartum Psychosis: Office Administrator and Fundraising Assistant.

INTRODUCTION

APP is an award-winning national charity providing support and information to mums and families affected by postpartum psychosis (PP). PP is a severe form of postnatal mental illness that develops, often out of the blue, in the days and weeks following childbirth. Episodes of PP are frightening for new mums, and must be treated as a psychiatric emergency, but with the right care and support women make a full recovery.

APP works with women, families, academics and specialist clinicians to: raise awareness of PP; develop specialist information; train health professionals; facilitate research; and run a UK-wide specialist peer support service.

APP's peer support network helps women and families affected by PP to feel understood, informed and less isolated. The network is coordinated by women who have experienced PP, with the support of academic experts and specialist clinicians. Our research shows that APP's peer support improves recovery outcomes and saves lives. For more information see: www.app-network.org

OVERVIEW OF THE ROLE

APP is recruiting an Office Administrator and Fundraising Assistant to help manage our busy virtual office. You will act as the first point of contact for many people getting in touch with the charity online and via telephone. Applicants will be warm, friendly, empathetic and supportive of the women and families we help.

You will work closely with the Senior Management Team, Lived Experience National Coordinators and Project/Finance Administrator. Tasks include: responding to enquiries by phone and email; managing APP's office systems and procedures; maintaining stocks of fundraising materials and literature held by APP staff and in UK-wide Mother and Baby Units; updating website content; and managing schedules for calls, meetings and events.

Working with our Fundraiser, you will also help to manage APP's communications with supporters and fundraisers. You will have a good understanding of the time and energy that goes into fundraising and be able to build relationships, support and thank our grassroots fundraisers.

This is an excellent opportunity to join a highly dedicated, passionate and supportive charity and to play a key role in building responsive and caring relationships with the women and families that use our services, volunteers, supporters and fundraisers.

ACTION ON POSTPARTUM PSYCHOSIS - JOB DESCRIPTION

JOB TITLE: Office Administrator and Fundraising Assistant.

RESPONSIBLE TO: Kim Mullard, Director of Operations

JOB PURPOSE: To manage APP's virtual office, developing processes and providing administrative and operational support to APP's Chief Executive and staff team.

To act as the first point of contact for general external enquiries, managing relationships and communications with service users, supporters and fundraisers.

Main responsibilities:

1. To be the first point of contact for people phoning or emailing APP, including:
 - a) Answering phone calls and responding to emails from people who have experienced postpartum psychosis, their friends and families, health professionals and journalists in a warm, professional, and interested manner.
 - b) Forwarding enquiries to appropriate members of the staff team, advisers and volunteers, and ensuring a timely response.
 - c) Managing the phone system, checking main phone and emails out of hours, as required.
 - d) Sending relevant literature to individuals and organisations.
 - e) Managing processes for job applications.

2. To manage communications with APP's service users, supporters and fundraisers, including:
 - a) Supporting the update of information in APP's databases (currently File Maker and Mailchimp).
 - b) Keeping in regular contact with fundraisers to build relationships and provide support; ensuring fundraisers receive appropriate resources, emails and letters of thanks.
 - c) Encouraging engagement on the APP fundraisers Facebook page and supporting with the growth of the fundraising volunteer team.
 - d) Contributing information about fundraisers to APP supporter newsletters.
 - e) Supporting social media engagement and fundraising campaigns, researching and implementing new ideas for fundraising activities (working with the Fundraiser and National Marketing and Digital Communications Coordinator).
 - f) Working with the Fundraiser and National Marketing and Digital Communications Coordinator to support new APP Storytellers, adding their stories to the APP website.
 - g) Working with the Fundraiser and National Marketing and Digital Communications Coordinator to implement fundraising and social media engagement campaigns and events, including reaching out to specific groups such as university students studying relevant healthcare disciplines.
 - h) Assisting at fundraising events planned and run by APP.

3. To support APP's website and social media channels, including:
 - a) Drafting content and updating the website with news stories and editing/adding new pages when needed.
 - b) Helping to monitor APP's Twitter feed, Instagram account and Facebook page, providing cover for National Coordinators to respond to messages promptly.

4. To provide administrative support to the Chief Executive, staff team and Trustee Board as required, including:
 - a) Arranging meetings, events, training sessions and workshops.
 - b) Managing the schedule for video call meetings on the APP Zoom account.

5. To manage APP's office and fundraising resources, including:
 - a) Ordering, storing and managing stocks of supplies of literature and fundraising materials (banners, t-shirts, collection boxes, etc.).
 - b) Maintaining the office procedures manual.
 - c) Tracking UK Mother and Baby Unit and perinatal team stocks of APP literature (and any other organisational users of APP literature) and communicating regularly to ensure they remain well stocked.

6. To carry out any other reasonable duties delegated by the APP senior management team.

PERSON SPECIFICATION

Essential skills, qualities and experience:

- Excellent communication and interpersonal skills – able to respond to people in a warm, articulate, friendly, professional, empathetic and sensitive manner.
- Excellent written skills – able to write in simple language with warmth and clarity, and to understand the needs of different audiences.
- Highly organised with excellent administrative skills and the ability to pay attention to detail.
- Track record of successfully working from home, managing a diverse workload.
- Ability to problem solve and implement improved procedures.
- Excellent IT skills: including Microsoft Office, email, internet and website management software.
- Good understanding of social media, including Twitter, Instagram and Facebook.
- Dedicated, reliable, trustworthy and conscientious.
- Ability to understand and maintain confidentiality.
- Ability to work both independently towards goals and as part of a team.
- Willingness to respond to the needs of the organisation, learning new skills and taking on new tasks.
- Ability to travel to meetings and fundraising events as required.

Desirable skills, qualities and experience

- Experience of Office Management in a charity, health, social or research setting.
- Good awareness of, and knowledge of the issues faced by women and families affected by postpartum psychosis, Bipolar Disorder and perinatal mental illness. Personal experience of PP or of supporting a family member through PP would be an advantage.
- Experience of offering peer support, helpline experience or counselling skills.
- Experience with fundraising procedures and invoicing.
- Experience of fundraising, event management and working with fundraising volunteers.
- Experience of digital marketing, WordPress, Slack and web survey tools.

Other requirements

All members of the APP team work remotely, so constructive and effective internal communication is of particular importance.

APP is a family friendly organisation and our staff work flexibly in many different ways; most work part-time and from home. Please talk to us at interview about the flexibility you need. We can't promise to give you exactly what you want, but we do promise not to judge you for asking.

CONDITIONS

SALARY: £19,500 per annum, pro rata

HOURS: Part-time, 17.5 hours a week (0.5 FTE). Days and hours to be agreed but will mainly be within normal office hours (9am to 5pm, Monday to Friday). Additional work may be required in line with job responsibilities. 1-year fixed term contract with possible extension, depending on funding.

LOCATION: Home-based

ANNUAL LEAVE: 25 days plus bank holidays (pro rata).

PENSION: Company Pension Scheme available.

NOTICE PERIOD: 2 months.