

Job Description

Job Title:	Regional Administrator - Midlands
Location:	Remote in the UK (homebased)
Managed by:	Service Delivery Lead
Hours:	21 per week – minimum 3 days per week
Contract:	Part Time, fixed term contract until end of March 2027
Salary:	FTE £23,850.00 per annum (Pro-rata £14,310 per annum)

Job purpose

- To ensure smooth running of regional administration and carry out administrative duties as required by the region.
- To support direct service delivery to clients and volunteers across several branches
- To deliver services in line with Cruse standards, policies and procedures

About you

We are looking for an organised and proactive individual who is confident supporting people who may be experiencing emotional distress. You will have strong attention to detail and be able to complete quick, accurate data entry, maintaining secure and up-to-date records. You will remain calm and professional when managing safeguarding calls, with bereaved people, and will be willing to support service delivery across the Midlands region as needed.

Key responsibilities

Service Delivery and Volunteer Engagement

- Responsible for answering, and responding to telephone calls across the region, responding to emails and web enquiries in line with Cruse procedures
- Prepare and send first contact information to support clients through the Cruse pathway
- Carry out administrative tasks associated with arranging local events and branch meetings including note taking etc.
- Support new volunteer local inductions.
- Support the Regional team to coordinate and improve administrative processes and tasks
- Keep accurate and secure client and volunteer records, using the Cruse organisational database (CRM), and in line with GDPR and Cruse procedures

We help people through one of the most painful times in life
– with bereavement support, information and campaigning.

Charity Registration Number: 208078. A company Limited by Guarantee Number: 638709.

- Support the administration needs of multiple branches, as part of a regional team.
- Support the Regional Manager and Service Delivery Leads with ad hoc admin duties
- Provide support to local fundraising activities (where appropriate)

Client and volunteer support

- Support the Regional Manager and Service Delivery Lead with communications to volunteers and clients, including contributing to newsletters and local communications
- Facilitate bookings and appointments to ensure that client work and volunteer support can take place in an efficient manner
- Respond to client and volunteers' enquiries via telephone call, email, web enquiry or post
- Complete the administration of Understanding Your Bereavement Online sessions as part of the Cruse Client pathway
- Accept and process client referral calls and information
- Support the administration involved in the assessment and allocation process, including updating the CRM database and liaising with clients and volunteers
- Support the client donation programme, including sending standard Cruse materials.
- Carry out other duties that may be reasonably required from time to time, including supporting the duties of the Regional Manager and Service Delivery Lead
- Manage safeguarding issues in accordance with Cruse procedures
- Support the administration and monitoring of criminal record checks for existing volunteers (where required)
- Ensure service provision promotes Equality, Diversity and Inclusion
- Adhere to all policies and procedures of the organisation

We may ask you to undertake other tasks in line with your level of responsibility. Some volunteers may carry out some local tasks.

Person specification

The following outlines the qualities, skills, and experience we seek in the successful candidate. As you prepare your application, we encourage you to provide clear, well-evidenced examples demonstrating how you meet the criteria. This will allow us to assess your suitability for the role effectively.

Essential	Desirable
Qualifications & Experience	
Significant experience of providing administrative assistance in a service delivery environment	Working effectively with volunteers delivering frontline services
Experience of supporting people on the phone, email or web enquiry who are vulnerable or distressed, sensitive to the needs of the caller	Experience working with bereavement and/or bereaved people
Experience in recording personal and sensitive information on database systems	
Educated to NVQ level 3 (HNC/HND) or equivalent job-related experience	
Keys Skills and Expertise	
Excellent IT skills including use of Microsoft packages, organisational databases and digital communication platforms such as Teams	Understanding of bereavement issues, support and services
Good oral and written communication and interpersonal skills	Familiar with process involved with DBS checks (or willingness to learn)
Understand the important of maintaining confidentiality	
Ability to work remotely and use initiative	
Strong team ethos and willingness to support others	

Good understanding of safeguarding and responsibilities when supporting a vulnerable person	
Essential	Desirable
Key Competencies & Attributes	
Understand the importance of maintaining confidentiality	Working in the charity sector with a passion for the cause.
Knowledge of GDPR legislation, including principles and requirements	
EDI commitment – Demonstrates a deep understanding and dedication to equality, diversity, and inclusion within the workplace.	
Self-motivation, autonomy & team player – Works independently while responding to evolving priorities with agility and will actively contribute to a cohesive and motivated workplace culture.	
Values-driven approach – Consistently demonstrates behaviours aligned with organisational values.	
Empathic and warm, positive and diplomatic, with an ability to build rapport and trust	
Resilient in an environment where bereavement issues are discussed frequently	