

Programme Delivery Administrator

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Programme Delivery Administrator

Position in the organisation

Reports to the Programme Delivery Manager.

Member of the Dementia Friends Team.

Part of the Income and Engagement Directorate.

Purpose of this role

At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

Alzheimer's Society Dementia Friends programme is our national flagship initiative, reaching millions of people across England, Wales and Northern Ireland, to raise awareness of dementia, improve public understanding and inspire people to make a difference for people living with the condition. We are looking for a Programme Delivery Administrator to join the team and provide high quality customer service, reporting and administration support to ensure the programme's continued success.

As a Programme Delivery Administrator, you will be responsible for answering external and internal enquiries, maintaining our database, providing administrative and logistical support to the Dementia Friends team and evaluating the success of the programme through regular analysis, monitoring and reporting. You will also have responsibility for providing training to new team members, processing invoices, managing requests for printed materials and helping to organise events.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A trusted expert who believes in working Better together and demonstrates true Compassion.

Key accountabilities and responsibilities

- Provide administrative support to the Dementia Friends team to ensure the successful delivery of the programme.
- Respond to emails received in the Dementia Friends programme inboxes from external and internal stakeholders to a high standard and within agreed timescales. Use your problem-solving skills to resolve complex enquiries and liaise with colleagues across the organisation as needed.
- Take responsibility for updating email templates to reflect changes to the programme's messaging.
- Provide daily support and advice to other teams who respond to Dementia Friends enquiries on our behalf. Act as an escalation point for complex enquiries.

- Be responsible for updating and maintaining records on our database (Salesforce)
- Be responsible for running weekly and monthly reports to monitor the programme's performance against KPIs and share these reports with colleagues across the organisation.
- Support Dementia Friends team projects by providing data and analysis and other support as required.
- Carry out in depth data analysis projects to monitor the effectiveness of the programme and inform decision making and improvements to our processes and products. Gather data from multiple sources including our database and surveys, analyse and present findings and recommendations in the form of written reports and presentations. Present findings from analysis and reporting in team meetings and to colleagues across the wider organisation as required.
- Take responsibility for triaging internal Dementia Friends data requests, including from managers in different directorates. Provide the data requested within agreed timeframes and in accordance with GDPR.
- Work with external suppliers to produce new printed materials and make updates to existing ones. Manage the process to fulfil requests for materials from supporters and volunteers, including monitoring stock levels and raising issues with the suppliers
- Make updates to the Dementia Friends website as required and support the Digital and Marketing Team with monitoring our social media channels.
- Work with colleagues in our IT team to resolve any issues which may arise on the database or website.
- Assist with managing the processes carried out by the team and create and update process guides as needed, including feeding into the creation of new processes and suggesting improvements to existing ones
- Provide training to colleagues in the Income & Engagement directorate on how to use our database and how to complete processes. Support with the creation of training materials.
- Lead on the process for triaging new organisation sign-ups and requests for Information Sessions.
- Liaise with key contacts in multiple teams to ensure the successful stewardship of organisations.

- Provide logistical support to in person and virtual training events and team meetings.
- Process invoices and monitor spending against the budget.
- Provide administrative support to the wider team as required.

We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person specification and selection criteria

| Skills & knowledge | Application (A) or Interview (I) |
|---|----------------------------------|
| Experience of providing a high standard of customer service. | A/I |
| Experience of providing administrative support. | A/I |
| Experience of handling data in accordance with GDPR and providing reports to internal and external audiences. | A/I |
| Excellent understanding of Microsoft Office, including PowerPoint, with intermediate Microsoft Excel skills. | A/I |
| Excellent organisational skills with the ability to prioritise workload and meet competing deadlines. | A/I |

| Competencies & personal attributes | Application (A) or interview (I) |
|---|----------------------------------|
| Excellent communication skills, both verbal and written, including the ability to communicate complex information clearly and succinctly. | A/I |
| Ability to analyse data and to identify anomalies or inaccuracies. | A/I |
| Work collaboratively and be able to prioritise your workload effectively and remain solution focussed throughout your areas of work. | A/I |
| Strong interpersonal and interpretation skills will allow you to have open jargon-free conversations with the business. | A/I |
| Excellent organisational and timekeeping skills. | A/I |
| Excellent attention to detail. | A/I |
| Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves. | A/I |
| Be a self-starter, incredibly motivated and able to work well independently with minimal supervision. | A/I |

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Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave