



## Job Description

<b>Job title:</b>	Branch Assistant
<b>Location:</b>	Martlesham Animal Centre (with some flexibility for home working)
<b>Line manager:</b>	Branch Manager
<b>Direct reports (if any):</b>	None

### Main Responsibilities

#### General & Administration Support

- Printing, packing, posting newsletters, letters, and gift aid information as required.
- Ordering supplies as required (ink, stationery, first aid supplies, catering supplies).
- Printing, laminating, and issuing posters and information for displays or relating to operations.
- Filing, including gift aid forms for retail gift aid.
- Providing general administration support for all areas as required including typing, printing, filing, organising, basic data analysis and information coordination.
- Clean, tidy, sort and organise shared storage space for literature, records and fundraising equipment.

#### Fundraising Support

- Add donor details to the supporter database (Donorfy), and email software (Mailchimp) ensuring information is accurate.
- Record donations on the supporter database and send thank you letters.
- Maintain literature stocks, ordering new as required.
- Caring for event and fundraising materials ensuring appropriate storage.
- Loading and unloading vans and equipment for events.
- Liaising with the animal centre team to coordinate animal stories/updates for use in fundraising communications material.
- Assisting with the coordination and hosting of corporate volunteering days.
- Supporting at events, including set up, break down and manning event stands.
- Coordinating and hosting tours of the animal centre for corporate supporters and major donors.
- Coordinating Safe Haven sponsor sheets, legacy plaques and facility naming at Animal Centre.

#### Communications Support

- Collating copy provided by managers into formats fit for issue using established Canva templates for the staff newsletter "Branch Business" and using Mailchimp for the volunteer e-newsletter "Volunteer Spotlight".

- Organising, collating & sending cards and gifts to volunteers.
- Undertaking basic design tasks in Canva using existing templates for flyers & email signatures.

**Health and Safety**

- Adhering to H&S practices and procedures at all times.
- Ensure that any H&S concerns are recorded and immediately reported to the Branch Manager.

**Other Responsibilities**

- Ensure that all Branch data protection, safeguarding, health and safety and GDPR policies are strictly adhered to in the incumbent’s area of responsibility.
- Develop and maintain friendly and professional relationships with all internal and external stakeholders.
- The post holder will, from time to time, be required to attend training courses determined as appropriate.
- In addition to your normal duties, you may occasionally be required to undertake such other reasonable duties as necessary to meet the needs of the Branch.

This job description is a statement of the job content required as of February 2024. It should not be seen as precluding future changes.

<b>Job holder's signature:</b>	
<b>Date:</b>	
<b>Line manager's signature:</b>	
<b>Date:</b>	