

# ICP Support



[www.icpsupport.org](http://www.icpsupport.org)

*"Our vision is that every ICP baby is born safely"*

Every year, around 5,500 women in the UK are affected by a liver condition of pregnancy called intrahepatic cholestasis of pregnancy, which in severe cases can result in stillbirth.

ICP Support is the UK's leading research-based charity at the forefront of supporting families affected by ICP and working with scientists to better understand the condition.

2021 is an exciting time for ICP Support. It's our 30<sup>th</sup> Anniversary Year and fundraising efforts during Covid-19 have meant that we are now in a position to take the next step in growing our charity. We aim to achieve this with more staff to help us engage new donors and supporters for our cause, reach more women affected by ICP, and further our links with health professionals so that we can deliver our long-term mission that all ICP babies are born safely.

In order to achieve this we need outstanding administrative support. Initially a one-year contract, there may be the potential to extend beyond this dependent on performance and funding.

If you feel that you are the right person for us, please apply by sending your CV no later than 23rd July 2021 to: [susanicp58@icpsupport.org](mailto:susanicp58@icpsupport.org)

## JOB DESCRIPTION

---

<b>Title:</b>	Office Administrator
<b>Reports to:</b>	Chief Executive Officer whilst working closely with other staff members
<b>Remuneration:</b>	Salary range £18,000 - £20,000 (pro rata) depending on experience
<b>Hours:</b>	17.5 hours per week, 5 days @ 3.5 hours/day
<b>Based:</b>	Temporarily home-based with trips to the ICP Support office in Sutton Coldfield in line with Covid-19 restrictions
<b>Terms:</b>	This is an initial one-year contract with a view to extending subject to finances. The post holder will be required to work flexibly, including some possible evening/weekend work. Paid overtime may occasionally be required.

---

## **ROLE PURPOSE**

The role closely follows the three aims of the charity which are to:

- Provide information and support to people affected by ICP
- Raise awareness of ICP
- Promote and fund research into ICP

You will help us to achieve this in the following ways:

## **GENERAL DUTIES**

- To provide the CEO of ICP Support with professional and well organised administrative, secretarial and office management support.
- To be a point of contact and liaison between ICP Trustees, volunteers, families and external contacts, including responding to incoming communications, and the acknowledgement and reporting of the gifts process.
- To co-ordinate the sending out of ICP Support materials, e.g. "Thank you" acknowledgements, information leaflets, office bookings, volunteer agreements.
- To update and maintain Salesforce database, accurately importing data in a timely manner, acting as a point of contact for day-to-day data-related queries and conducting analysis as required.
- To maintain a record of fundraising activities/campaigns.
- To maintain stock control and inventory checks, liaising and placing orders with suppliers.
- To co-ordinate the agenda and take minutes at ICP Meetings if and when required.
- To support ICP events and communication projects.
- To contribute to ad-hoc projects and activities as appropriate.
- Other duties commensurate with the general scope and purpose of the post.

## PERSON SPECIFICATION

EXPERIENCE		Essential (E) Desirable (D)	Assessment method. Application (A)/ Interview (I)
1	Proven office administration experience, including devising new systems or improvements to existing ones where appropriate, and with great attention to detail	E	A
2	Good IT skills including knowledge of MS Office (including Word, Excel and PowerPoint) and Gmail, along with willingness to learn new computer packages	E	A
3	Excellent interpersonal and communication skills, both written and verbal	E	A
4	Proven organisational skills with the ability to plan, prioritise and respond flexibly to changing priorities	E	A
5	Experience of using digital engagement/facilitation tools such as social media (Facebook, Instagram, Twitter etc), video conferencing etc.	E	A/I
6	Experience of database management (e.g. Salesforce)	D	A/I
7	Experience of online survey platforms (e.g. Zoom, SurveyMonkey, Doodlepoll)	D	A/I
8	Experience of working as a key member of a small team, able to take own initiative and work flexibly.	E	A/I
<b>KNOWLEDGE</b>			
9	Knowledge of (or interest in and willingness to learn about) intrahepatic cholestasis of pregnancy (ICP)	E	A/I
10	Knowledge of the community and voluntary sector	D	A/I
<b>SKILLS AND ABILITIES</b>			
11	Excellent verbal and written communication skills, including presentation skills and knowledge of PowerPoint, Excel and other data presentation platforms	E	A
12	Excellent communication and networking skills, diplomacy, and the ability to develop and maintain positive relationships with a wide range of people and organisations	E	A/I
13	Proactive, able to take initiative, and to work with minimal supervision, within a defined work plan and reporting framework	E	A
14	Confidence to devise and present improvements in ways of working to benefit the smooth running of ICP Support.	E	A
15	Flexibility – the ability to adapt and work effectively with a variety of situations, individuals or groups; to understand and appreciate different and opposing perspectives on an issue; to adapt an approach as the requirements of a situation change, and to change or easily accept changes in one’s own job requirements.	E	A/I
16	Ability to use social media and other online tools (e.g. Mailchimp, SurveyMonkey) to facilitate consultation or market research and to communicate with a range of stakeholders	E	A
17	A commitment to promoting equality and diversity	E	A

NOTE: These skills and competencies will be tested in the application form and subsequently within the interview process. Interviews will be held online via Zoom. As we have limited staff resources, we are unable to provide candidates with feedback about their applications. Successful applications are subject to satisfactory references and the post is subject to a probationary period.