



January 2022

“We’re getting to grips with guts. Will you join us?”

Dear Candidate,

I am delighted you’re interested in this important role at Guts UK charity. I hope you will find all relevant information enclosed in this job pack. We’ve tried to give a good picture of where we are as an organisation and the kind of person we are looking for as we continue to build our team.

Guts UK charity marked 50 years of existence in 2021. If you are wondering why you might not have heard of the charity before, that’s because we changed to this punchy name only in 2018. Whilst the charity had a superb track record in funding medical research in the area of gastroenterology since 1971, it wasn’t well known outside of medical circles.

But we’ve all got guts, right? Now’s the time to give them the attention they deserve.

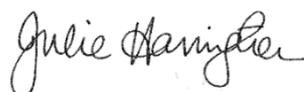
Too many people are suffering in silence or alone. They don’t know where to turn for evidenced based information. We’ve changed our name and rebranded our mission as Guts UK so we can be more visible and accessible for those who need us.

Guts UK is ready to put digestive health on the map and start a national conversation about the importance of gut health. We know we have a long way to go so we are now looking for new colleagues who can embrace the size of our ambition and share our vision. Are you ready to use your experience, skills and energy so that we can transform the levels of research into this important and overlooked area of health?

You will join a small, professional and passionate team, all equally fascinated by our subject. If you see this as a timely opportunity to grow Guts UK so that we can reach everyone affected by conditions of the gut, liver and pancreas, come and join us. It’s time the UK got to grips with guts.



I look forward to hearing from you.



CEO, Guts UK Charity

JOB PACK

Support Hub Administrator Job Pack: Guts UK Charity
Your sharp administration skills, keen eye for detail and passion to deliver a brilliant experience for our community will be a key foundation block to our charity's success.

About us:

Guts UK's vision is of a world where digestive disorders are better understood, better treated and everyone who lives with one gets the support they need.

It is an exciting time to join us. We are a small team of seven, but are committed and passionate, working out of two offices in London and Yorkshire. These dual locations allow us to serve as a national charity.

Our three objectives are:



Guts UK is a fast-growing charity with bold, ambitious plans for the future to discover new knowledge, new treatments and save lives.

It's time the UK got to grips with guts.

Working at Guts UK:

Guts UK's community is at the heart of everything that we do. In 2021, the patient voice had never been more prominent in our research programme. With the development of our new Expert by Experience panel, we're hoping to only build on this in 2022 and beyond.

"I joined Guts UK in 2021 and I've learnt so much in my 11 months here. Every day there is a new opportunity. I feel my opinion and input is valued as a team member and it's so exciting to hear about all the new avenues we are exploring as a team to support our community."

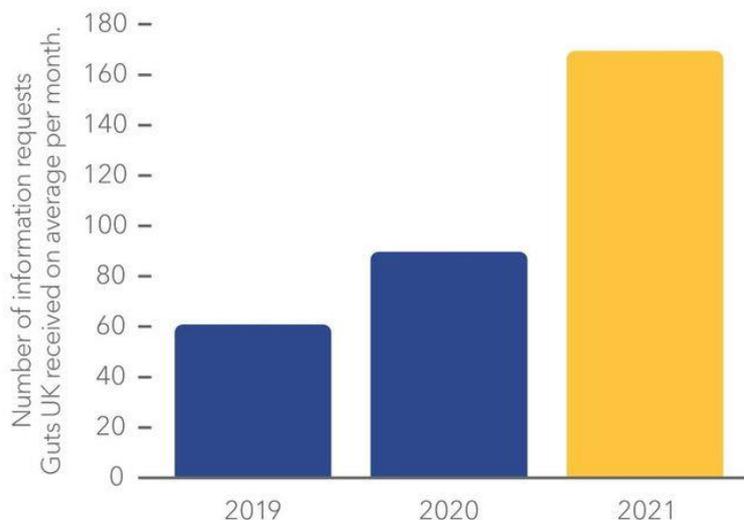
- Chloe Lane, Fundraising Administrator.

The challenge:

People are suffering. People are dying. All because of a lack of knowledge about our guts.

We've all got guts. But the fact is less than 2% of all medical research is spent on gastroenterology. Digestive conditions affect millions of us every day in the UK but research into our guts has been woefully underfunded for decades. Guts UK charity is the only charity doing research from 'top to tail' and we are on an ambitious journey to transform the landscape of research into diseases of the gut, liver and pancreas.

In 2021, we answered more calls, emails, and letters than ever. People are suffering. People are dying. All because of a lack of knowledge about our guts. This is an exciting time to join our charity and to help our community.



The candidate:

But we need YOU to do this. We are now focusing on the recruitment of two highly organised Support Hub Administrators. You will provide administrative support to the small, vibrant team at Guts UK.

Our community is at the heart of everything we do. You will be the first point of contact to the Guts UK's community, and appreciate the importance of providing a high quality, bespoke service. You will appreciate just how vital it is to engage with supporters and beneficiaries in a way that meets their needs and secures their ongoing commitment to our cause.

Job description

It goes without saying that you must be able to demonstrate empathy with our cause in your daily work, but the ideal candidate to join our team is one who has a genuine interest or connection to digestive health too.

As the representative of Guts UK, you will play a key role in shaping how supporters and enquirers view the charity. You will help deliver the smooth running of the charity. You will be people-centric with a warm, engaging personality and exercise a keen attention to detail. You will be a confident and accurate communicator both verbally and in writing. This role requires strong customer service, administrative, digital and organisational skills. It also requires exceptional time management skills and the ability to work in a growing and dynamic environment with colleagues across the two offices.

Job Title:	Support Hub Administrator
Salary:	£20,000 per annum (+London weighting for any London-based employees).
Hours:	Full time, 37.5 hours per week
Reports To:	Communications & Fundraising Manager
Location:	London (NW1) or Yorkshire (Huddersfield)
Benefits include:	Pension 3%, 27 days holiday (plus bank holidays)

Job summary

- To be the first point of contact to all enquirers and supporters.
- To deliver exceptional customer service.
- To provide administrative support to the wider Guts UK team.
- To assist in organising and promoting Guts UK's event programme.
- To directly contribute, as a team member, to the wider work and future growth of Guts UK as a charity.

Key responsibilities

General administration:

- Act as a welcoming first point of contact for all enquiries into Guts UK e.g. by post, phone, in-person and email.
- Sign-posting and triaging enquiries to appropriate colleagues.
- Provide administrative support to Guts UK colleagues where requested.
- Promote the sale of Guts UK's patient information leaflets to hospitals.
- Ensure the smooth running of the charity's office by dealing with post, filing and ordering and maintaining levels of stationery and literature.

Event support:

- Provide administration for charity events.
- Assist in organising and promoting Guts UK's Science of Digestion face-to-face events (pandemic permitting!)
- Play a key role in developing an online series of Science of Digestion events.

CRM/Database:

- Assist in inputting and maintaining accurate and detailed records of all charity interactions.
- Work in line with GDPR procedures.

Fundraising/communications support:

- Support the communications and fundraising team by monitoring and triaging enquiries that come via social media.
- Contribute supporter or enquirer stories as appropriate to the communications and fundraising team.

Other:

- Represent Guts UK positively, clearly, accurately and 'on brand' in all written and spoken communication.
- Organise diaries, travel and provide general administration support for the CEO.

Person specification *(all criteria are essential unless otherwise indicated)***Qualifications**

- A-Levels or equivalent (e.g. NVQ). Or equivalent work experience.

Experience

Demonstrate experience in:

- An administrative role **or** experience of providing exceptional quality customer service.
- Knowledge of general office operations and administrative processes.

Knowledge & skills

We are looking for:

- Excellent communication and interpersonal skills.
- Excellent ability to display empathy and support.
- Ability to use and utilise digital platforms.
- Full working knowledge of Microsoft Office 365.
- Knowledge and interest in the UK charity marketplace.
- Ability to prioritise work in a demanding environment, including time management skills and working to tight deadlines.
- An ability to implement effective administration (*desirable*).
- Knowledge of banking processes (*desirable*).

Attributes & approach

- Interpersonal skills and the ability to communicate clearly so that others understand.
- Able to communicate effectively and accurately in writing e.g. by letter or email.
- Able to use initiative to encourage new ways of working.
- Self-motivated and able to work independently, while part of a wider/virtual team.
- Be willing to work flexibly and unsocial hours including evenings and weekends occasionally. This includes occasional travel between Guts UK offices and other UK locations for events, conferences and meetings.
- Able to develop and maintain positive working relationships with internal and external stakeholders.

Notes:

Guts UK reserves the right to alter the content of this job description after consultation to reflect changes to the job or services provided without altering the general character or level of responsibility. The above list of responsibilities is not exhaustive and may change to meet the needs of the organisation. Guts UK is an equal opportunity employer. We welcome applications from people with disabilities and from minority groups.

If you have a disability which means you are unable to meet some of the job requirements, specifically, because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

You must be eligible to work in the UK at the time of application. If you are invited to interview, you will be asked to bring the original documentation that proves your right to work in the UK.

How to apply for this position

- Deadline for applications: **31st January, 5pm.**
- Interview timings: 9th - 11th February.

Please send an:

- Up-to-date CV.
- Cover letter detailing how your skills and experience match the requirements of this job description and personal specification, as well as why you want to work for Guts UK.
- The office location base that you're applying for (Yorkshire or London).

To Chloe Lane, Fundraising Administrator: info@gutscharity.org.uk. Should you wish to arrange an informal discussion with our Communications & Fundraising Manager, Jenny Holdsworth, please contact Chloe Lane on 0207 486 0341 or clane@gutscharity.org.uk

We look forward to hearing from you.

www.gutscharity.org.uk