



## **Office and Reception Assistant**

**Based at CoppaFeel!'s London office - (this is an in person role where attendance at the office will be necessary )**

**Part Time, 25-30 hours over 5 days a week**

**£28k p/a pro rata.**

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### **ABOUT COPPAFEEL!**

CoppaFeel! exists to educate and remind every young person in the UK that checking their boobs isn't only fun, it could save their life. We are the first breast cancer charity in the UK to specifically focus on the needs of young people, aiming to help them develop new, sustainable, and healthy habits that could one day save their life.

We are a small team with a big voice. We were founded out of a need to correct the disadvantage that young people experience when they are not represented in or cannot see themselves reflected in the work of other organizations working in this space. That means that many young people are diagnosed late, or die from this disease. Our team is driven to change this.

CoppaFeel! is about more than discovering a cancer diagnosis. It's about empowering everyone to be proactive about their health and body, as well as their outlook on life. It's about knowing your boobs; knowing that if you do find something, you know what to do and if found early, you have many options. Put simply, breast cancer does not need to be detected late, and as long as we are here and continue to be supported by people like you, we will do all we can do to make sure that this doesn't continue to happen.

## **KEY ROLES**

As the Office and Reception Assistant, you will play an important role in maintaining the smooth operation of our office and providing excellent support to our team and Operations Manager. You will be the first point of call for our organisation, greeting guests with enthusiasm, while also managing administrative tasks and facilities-related responsibilities. This role includes a variety of opportunities to contribute to the overall efficiency and effectiveness of our busy office at CoppaFeel!

## **POSITION IN ORGANISATION**

Reporting directly to the Operations Manager.

## **DUTIES AND RESPONSIBILITIES**

- Act as the first point of contact for the office, welcoming guests and providing assistance as needed.
- Answer and redirect team emails and phone calls to the appropriate staff member or department.
- Receive and sign for deliveries, arrange post collection, and support with internal post requirements, including packing of post and parcels.
- Support facilities management by ensuring the office is stocked with milk, tea, fruit, snacks, and other necessities.
- Manage the relationship with the cleaning company to ensure the office remains clean and presentable at all times.
- Coordinate meeting room bookings and facilities, including ordering lunches for trustee meetings and assisting with IT setup and video conferencing for meetings.
- Be available for office maintenance tasks, such as pest control, alarm management, and PAT testing.
- Ensure the office is stocked with stationery and printer materials.
- Maintain security systems.
- Effectively resolve operations queries and escalate any issues to the appropriate channels.
- Complete health and safety checks as required and assist with other duties when necessary.
- input of information onto the Charity CRM where required.

- Ad hoc admin support across all teams where required. (this could include travel bookings, external meetings, ordering of materials, administrative support to SMT)
- Ad hoc admin support to the Operations team, across the HR, finance and governance functions

## **SKILLS, EXPERIENCE & QUALIFICATIONS**

- Previous experience in a receptionist or administrative role, preferably in a similar setting.
- Excellent communication and interpersonal skills, with a friendly and professional demeanor.
- Strong organisational abilities and attention to detail, with the capacity to manage multiple tasks simultaneously.
- Experience using google workspace products (gmail etc), microsoft office and excel.
- Ability to remain calm under pressure and handle challenging situations with tact and diplomacy.
- Some previous knowledge of health and safety regulations and procedures desirable
- Proactive and adaptable approach to work, with a willingness to assist in various areas as needed.
- Commitment to the charity's mission and values, with a desire to make a positive impact in the community.

## **WHAT YOU CAN EXPECT FROM US**

In return for your commitment and enthusiasm, we offer a positive, friendly, and tremendously motivating working environment. We are a small charity which means that you will be involved in more areas of the organisation than you would in a large one. We find this really fuels our staff's development and understanding of the charity sector overall. We are also at a very exciting turning point and growing quickly – something that you would have a large role in steering. We encourage self-development and believe this role, at this time would be a pivotal moment in a career as well as in CoppaFeel!'s history!

## **EQUALITY, DIVERSITY & INCLUSION AT COPPAFEEL!**

At CoppaFeel! we support a diverse range of communities, and we understand that effective recruitment is central and crucial to meeting the needs of our

beneficiaries. We particularly welcome applications from people identifying with a minority ethnic background, LGBTQ+ candidates, candidates with disabilities, and from men, because we would like to increase the representation of these groups within the charity. We promote equality, diversity and inclusion in our workplace and make recruitment decisions by matching the charity's needs with the skills and experience of candidates, irrespective of age, disability (including hidden disabilities), gender, gender identity or gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation. We recognize the value in encouraging a diverse range of perspectives, skills, experience, and knowledge at the charity.