Families InFocus (Essex) Job Description

Job Title:	**Projects & Communications Assistant**
Salary:	**FTE £20,456pa to £22,434pa (depending on experience)**
Responsible to:	**CEO**
Hours of work:	**28-37 hours per week (flexible)**
Annual Leave:	**24 days per annum pro rata**

Main Purpose of the Job:
To provide high quality administrative support to the CEO and support the efficient running of the charity through effective planning, co-ordination and administration of specific group activities, events/meetings, office functions and other administrative support, including HR.

To assist in the research, development, delivery, monitoring, evaluation (measuring impact and outcomes) across a range of effective projects and services for families of children/young people with any disability/special need across Essex.

To raise awareness and promote the organisation; supporting internal/external communications including website, social media and newsletters/e-bulletins.

Specific Job responsibilities:
Personal Assistant and administrative support to the CEO including:

- Arrange and attend meetings, taking minutes as required, preparation of papers (staff and board meetings), maintaining a forward plan of agenda items, distributing agendas/ papers in advance of meetings.
- Organise and maintain a contacts/Membership register on the charity's database.
- Support with the review/updating of key policies and procedures and quality assurance documentation (PQASSO).
- Assist with the organisation of the Annual General Meeting and support in the writing of the Annual Report
- Attending external events, on behalf of the CEO, if required
- Additional administrative duties as and when required.

Project support duties:

- Assist the CEO in identifying/researching potential/new sources of funding/income from corporate and individual donors; helping with the drafting of specific project bids/proposals, as appropriate.
- Work closely with the CEO in delivering/developing quality projects and services and assist with review/evaluation to measure/monitor the impact and outcomes using a variety of methods including soft outcome questionnaires, short surveys, and telephone interviews.
- Develop and utilise the charity's contact management system (Charity Log) to extract/produce data rich statistics/reports which accurately record contacts, interventions and outcomes and assist the CEO with the completion of timely monitoring returns/reports, responses and statistical information to funders which meet their requirements (timescales, targets and milestones) particularly in Excel using Pivot Tables.

- Keep staff/volunteers updated with IT and Charity Log developments to effectively and efficiently use systems.
- Responsible for the planning, co-ordination (including Volunteer Rota), administration of specific group activities e.g. Saturday Activity Club, events/meetings and office functions, as required, including undertaking risk assessments, health and safety, record keeping systems, ensuring compliance with relevant legislation at all times.

Communications, Internal & External:

- Maintain and publish regular content on our website and social media outlets and edit copy for press releases and newsletter articles.
- Maintain and publish internal communications; Outlook staff calendar, memo's, e-bulletins and emails.
- Promote and raise the profile of the charity and build trusting relationships with families, professionals and supporters for community/networking events (through public speaking).

HR Duties:

- Support and supervise the Saturday Activity Club Coordinator; with regular meetings and updates as appropriate.
- Support and supervise the Administrative Assistant//Kidzspace Organiser; delegating tasks as appropriate.
- Support and supervise volunteers deployed in various locations and operations across Essex including those involved with the Activity Club, Siblings activities, drop-ins and office functions.
- Assist in the recruitment of new positions (staff, volunteers and trustees) including requesting references, DBS checks and induction programmes.
- Maintain appropriate HR administration systems and records, ensuring they are timely, accurate and confidential.
- Maintenance of Staff & Volunteer handbooks.
- Maintenance of Health & Safety records and updating of office risk assessments.
- Undertaking any other duties as and when necessary to fulfil the objectives of best practice procedures for HR.

General Duties:

- To carry out other duties that may be allocated from time to time and to contribute to the smooth running of the office and 'team working'.
- To take part in social, cultural and fundraising activities of the organisation.
- To attend supervisions and appraisals, team meetings and training relevant to the post as necessary; demonstrating a commitment to continuing professional development.

Underpinning job responsibilities

- At all times to promote safeguarding of children, young people and vulnerable adults.
- To contribute to good practice and development of projects/services including evaluations as required, feeding up strategic issues or trends as these are identified.
- To work flexibly as required by the nature of the post which will entail working in the school holidays and attendance at some evening and weekend activities.
- To adhere to policies and procedures of Families InFocus (Essex) and maintain confidentiality at all times.

Person Specification

Attributes	Essential	Desirable
Education & Qualifications	Good general education – to A Level standard or equivalent. Full driving licence and ability to travel freely within the county	
Experience & Knowledge	Excellent knowledge and experience of working with Excel and Pivot Tables Knowledge and rigorous compliance of Safeguarding/Child Protection, Health & Safety legislation and procedures and experience of carrying out robust risk assessments Experience in web design and content production	Experience of working in the charitable sector Experience of fundraising, marketing, communications and/or events. Experience of public speaking, delivering professional presentations and training sessions Demonstrate an understanding of (and empathy for) the issues facing children and young people with SEND and their families, and a commitment to improving the quality of support for families
Abilities & Skills	Excellent administrative, organisation, problem solving, planning, prioritising, and time management skills Proficient use of MS Office packages, particularly Excel and Word/Outlook Mail merge functionality, working with CRM Database systems and updating websites Excellent written, verbal and interpersonal communication skills including the ability to write and edit copy for press releases/ newsletter/website articles Excellent relationship building skills across staff/volunteer teams, clients and stakeholders High level of self-motivation, consistently reliable and conscientious and adaptable to change Takes personal responsibility for delivering high quality results	Ability to write SMART objectives and outcomes

	Proven ability to manage multiple priorities, work to deadlines and work on own initiative without day to day direction whilst maintaining a commitment to team work Credibility and integrity and an ability to be an effective ambassador for the organisation Ability to work flexibly, which may include weekends, early mornings and evening work when necessary and responding to the role as the service develops over time Ability to demonstrate understanding of equal opportunities and the value of inclusion and diversity	

Families InFocus (Essex)

Summary of Main Terms and Conditions of Employment

Position:	**Projects & Communications Assistant**
Salary:	**FTE £20,456pa to 22,434 pa** (depending on experience) (**pro rata** depending on number of hours) Paid monthly in arrears at the end of each month by payment to bank account
Length of Contract:	Employment is subject to on-going funding being obtained for the post
Hours of work:	**28-37 hours per week** (Normal full working week is 37 hours) To work flexibly as required by the nature of the post which will entail working in the school holidays and attendance at some evening and weekend activities, for which time off in lieu is given
Place of work:	Office based in Chelmsford. Own transport is essential
Annual Leave:	24 days entitlement for full time employees plus 8 paid public holidays. Pro-rata for part-time employees
Pension:	After completion of 6 months satisfactory service, eligible staff are automatically enrolled into our workplace pension scheme with the Creative Pension Trust, managed by Scottish Widows. Current employer contributions are 10% of basic salary. A cash enhancement option (9% of basic salary after administration costs) is available for those who opt out.
Probationary period:	Confirmation of employment is subject to successful completion of a probationary period of 3 months
Notice for termination:	4 weeks on either side
Starting date:	Immediate start or ASAP. Appointment is subject to satisfactory references and an Enhanced Disclosure and Barring Service check.

September 2017