

Job Description: Office Co-ordinator 30 hrs per week

People Matters uses leisure, learning and volunteering activities together with individual support as a means to enable people with learning and other disabilities to develop in skills and self-confidence.

The purpose of the post: The Office Co-ordinator will have responsibility within the organisation supporting the CEO and other members of the core team to deliver services. S/he will focus on the delivery of corporate services including being a highly proficient IT & social media user from data management to design work and comms. The confident use of standard office packages as well as specialist software (training will be provided) is expected. The post holder will be confident with problem solving and liaising with professionals, members, their families/carers and partner organisations; both statutory and voluntary both on the telephone, electronically and face to face.

Reporting to: Chief Executive

The Office Co-ordinator will be mainly office based but also expected to work flexibly. Office hours will be 30 hrs per week, it is important that these hours compliment those of existing staff to provide effective organisational cover across the days of the week, office opening hours and holidays. This will involve predominantly working until 6pm Mon-Fri. The successful applicant will be able to offer significant relevant experience of duties within the role and willingness to actively develop themselves with support to address any gaps.

Duties:

1. To be the highly proficient IT and social media user in the organisation supporting other staff where appropriate. This includes
 - a. the installation and update of software,
 - b. use of standard and specialist software
 - c. solving hardware issues in liaison with external suppliers where appropriate.
 - d. maintaining social media and web presence
2. To ensure that accurate and relevant data and evidence is collected, entered and analysed for organisational governance, service managers and partners as required
3. Be the organisational lead for the development, production and distribution of marketing materials including
 - a. supporting service delivery managers in marketing and recruitment activities.
 - b. maintaining customer records to support marketing campaigns
 - c. pro-active communications with members and potential members via phone and other channels supporting marketing and service delivery
4. Provide the facilities services for all People Matters office and service delivery space
5. Support the finance officer providing administrative cover for
 - a. the use and recording of cash,

- b. placing and record keeping of purchases
- c. the coordination of the staff pay claim process
- 6. Support effective implementation of safeguarding, health and safety, equality of opportunity, data protection and other relevant organisational policies and guidance
- 7. Any other clerical type duties as requested

Person Specification for Office Co-ordinator

Essential Criteria:

Qualifications:

1. The post holder should either hold a level 3 qualification in IT or business administration or be qualified by substantial experience

Experience

1. Using IT user and social media skills in a highly proficient manner to provide solutions and services across corporate service areas
2. Working in an office providing various corporate service functions, ideally in a small business or charity

Skills:

Ability to:

1. Use IT and social media in a highly proficient manner including
 - a. use of Microsoft Office,
 - b. providing a data entry service
 - c. completing software updates
 - d. problem solving common hardware issues (with external support where necessary)
 - e. readily becoming familiar with using any new specialist software
 - f. updating website pages using Wordpress
 - g. co-ordinating social media activities
2. Communicate easily at all levels, especially with prospective members who have hidden disabilities, using a range of techniques including the phone and email
3. Creatively design marketing materials, manage client contact records and deliver marketing campaigns
4. Prioritise work load, set goals and manage time effectively
5. Think and work flexibly and innovatively
6. Respond to the needs of service delivery staff with respect to corporate service functions providing an effective problem-solving service
7. Keep accurate financial records
8. Work as a member of a team supporting efficiency, effectiveness, safety, and welfare according to organisational policies

Knowledge:

1. Highly proficient knowledge of the use of IT software and hardware

Personal qualities

1. Confidence in communicating with others, especially those with hidden disabilities

2. Commitment to Equal Opportunities
3. Must be able to work flexibly
4. Sense of responsibility/ownership and commitment to meeting personal and team goals
5. Willingness to undertake personal development
6. Positive attitude and a sense of humour
7. Willingness to work within People Matters' values and policies including holding a satisfactory DBS check

Desirable:

1. Qualified to degree level in a relevant area
2. Experience of working with people with learning and/or other disabilities or other disadvantage.
3. Knowledge of the voluntary sector
4. Knowledge and understanding of issues which affect people with learning disabilities and their families
5. Full driving license/use of car