**Volition Job Description and Person Specification**

**Administration and Communications Officer**

**Salary: NJC Scale 4,** SCP 9-11

Starting at £21,269 per annum pro-rata

**Hours:**  up to Full Time (35 hours per week)

**Holidays:** 28 days (plus bank holidays) pro rata

**Employer:** Volition - Leeds

**Line manager:** Membership and Admin Team Leader

**Contract:** 1 year Fixed Term (To extend, subject to funding)

**Pension:** 6% Company scheme

**Purpose of post:**

This is a new role within our expanding support team. Providing a variety of structured regular administrative support to a number of key developing project areas of our work as well as wider communications and marketing tasks. Working closely with the Forum Central communications manager, providing day to day communications support for the team, including work on our membership Database mailing lists, writing bulletins, blogs, news articles, website and social media content.

# **Who we are:**

Forum Central is the collective voice for Leeds third sector in health and care. Our vision is a better quality of life for people in Leeds. Our work is delivered in partnership with [Leeds Older People’s Forum](https://forumcentral.org.uk/older-people/), also a registered charities.Volition is the lead organisation within the Forum Central partnership. [Volition](https://forumcentral.org.uk/volition/) is registered charity and Limited Company and We are a member-led network and connect the fantastic work happening across Leeds’ diverse third sector organisations with that of other organisations and strategic developments happening in health and social care. We promote and support partnership working across the city and provide information for and about the sector. You can find out more about our work [here](https://forumcentral.org.uk/)

Our office is based in Leeds City Centre. We promote agile working and are a flexible employer, with a number of working options to suit the diverse needs of our employees. We are proud to be Mindful Employer Charter Signatories, Living Wage Foundation Accredited and Level 2: Disability Confident Employers



**Duties and responsibilities:**

**Administrative/Project Support**

* To support the range of administrative tasks undertaken by team members working across functions within the organisation.
* To work as part of a team, answering the phone, managing inboxes, dealing with enquiries, taking messages.
* To service a range of both face to face and online meetings– circulating agendas and papers, liaising with guest speakers, sending invites, minute taking, producing minutes, organising refreshments, booking rooms, managing attendance lists.
* Assist membership database management systems, including support for processing new applications and maintaining up to date membership contacts and mailing preference lists
* To undertake general office duties as required.

**Communications Admin Support**

* To support the team and undertake website administration, content creation and contribute to the items for the Forum Central weekly e-bulletin and specialism bulletins.
* To work closely with the Communications Manager for Forum Central supporting both internal and external communications.
* To write and collate content for social media posts, news blogs and articles
* Some design work on Canva, publisher and presentations may be required to support our external and internal communications (training can be provided)

**General Duties**

* To attend and contribute to team meetings and team away days.
* To undertake regular supervision and training as appropriate.
* To undertake any other duties commensurate with the role.
* To be aware of and follow (employer’s) policies and procedures.
* To promote equal opportunities (in terms of race, religion, gender, sexual orientation, disability and other forms of discrimination) through all aspects of work.

**Person specification:**

The person specification should be read in conjunction with the job description. It describes the values, skills, knowledge, and experience that are necessary to fulfil the role as outlined in the job description. Please identify the ways in which you meet the person specification and job description in your application.

| **Qualifications, Abilities and Skills** | **Essential** | **Desirable** |
| --- | --- | --- |
| Excellent IT skills | X |  |
| Personable, friendly and able to work as part of a team | X |  |
| Strong organisational skills with a problem-solving attitude | x |  |
| Positive attitude to inclusion, equal opportunity and diversity | x |  |
| Ability to adapt and manage an evolving workload and be able to prioritise accordingly | x |  |
| Ability to handle and process information from a variety of sources | x |  |
| Self-motivated, well organised and work proactively to take responsibility for own workload | x |  |
| Ability to map information and develop contacts lists | x |  |
| Ability to proofread and edit documents and written communications | x |  |
| Excellent verbal and written communication skills with the ability to communicate effectively over the phone, via email, face to face and online | x |  |
| **Knowledge** |  |  |
| Knowledge of the Leeds third sector |  | X |
| Understanding of data protection and confidentiality | X |  |
| Knowledge of different organisational structures in the  Third sector, the NHS and Local Authority |  | X |
| Understanding of the wider determinants of health and the impact of inequalities |  | X |
| **Experience** |  |  |
| Of working in or closely with the third sector |  | X |
| Of using web based tools including video conferencing (Zoom, Google, Teams), SurveyMonkey, Eventbrite, or similar | X |  |
| Of working in an administrative and/or communications support role (or experience of working/volunteering within comparable roles) | X |  |
| Of using, developing and improving administrative and database management systems | X |  |
| Of using social media tools, especially Twitter, within a business context (or willingness and interest to learn) | X |  |
| Of minute taking and report writing | X |  |
| Of project support (coordination and delivery) |  | x |
| Of using Wordpress or similar CMS website content work (or willingness and interest to learn) | x |  |
| Of using Canva and/or other design software /tools (or willingness and interest to learn) | x |  |