



Information and Communication Coordinator

Fixed-term contract until 31st March 2017

Salary: £22,665 (pro rata)

Normal Hours: 20 hours, 4 days per week – 9.30am – 2.30pm (must include Fridays during term time).

Supportive Parents is a small charity, based in central Bristol, supporting parents, children, and young people from 0-25, about Special Educational Needs and Disability (SEND). We provide the SEND Information, Advice & Support Service to Bristol, North Somerset and South Gloucestershire local authorities.

We are seeking a team player with a strong all-round set of communication and administrative skills, who will ensure that our information is accurate, current and relevant, who can offer the following:

- Excellent interpersonal and written communication skills including the ability to research and summarise SEND information.
- Expertise in developing and producing publications including a newsletter, working knowledge in website applications and social media.
- Proficiency in ICT and data management systems including the ability to offer creative and innovative solutions to day-to-day ICT challenges
- To work flexibly and responsively as part of a team
- Ability to handle multiple responsibilities and prioritise workload
- Minimum of 5 GCSE passes or equivalent, grades A-C including maths and English language plus evidence of continuing learning.
- Preferably experience in a voluntary sector organisation

Application pack available on our website: www.supportiveparents.org.uk

CVs will not be accepted. Applicants will be shortlisted according to how well they meet the criteria in the person specification.

Closing date: midnight 17th February 2016. Successful applicants will be contacted for interview. Regrettably, we are unable to acknowledge unsuccessful applicants.

Interviews will take place 3rd March 2016

Supportive Parents supports Equal Opportunities.

www.supportiveparents.org.uk
Registered in England and Wales as Supportive Parents for Special Children
Company Limited by Guarantee No. 3905996

JOB PROFILE

SECTION 1 – JOB IDENTIFICATION	
Job title:	Information and Communication Coordinator
Reports to:	Office and Finance Manager
Date job profile produced:	January 2016

SECTION 2 – PEOPLE AND FINANCE RESPONSIBILITIES	
Direct reports:	None
Indirect reports:	None
SECTION 3 – JOB PURPOSE	
1. In liaison with the Office & Finance Manager, to support and facilitate good communication, develop and generate information resources and publicity and maintain and update the Supportive Parents website and other social media platforms, including managing the production of the newsletter and working with others to develop new initiatives in this area, carrying out other tasks as identified by the Office & Finance Manager.	
2. In liaison with the Office & Finance Manager, day to day support for the organisation and its administrative functions. To manage the day-to-day running of the Supportive Parents office including ordering of equipment and supplies as agreed.	

SECTION 4 – KEY ACCOUNTABILITIES	
1. Information and communication	
1.1 To research, update, monitor and progressively develop the Supportive Parents website and social media platforms, including producing content and to liaise with external technical support when necessary.	
1.2 Direct work with Local Coordinators to set up and manage data management systems and publicity in LA areas.	
1.3 To produce Supportive Parents newsletter including researching and writing information content, layout, typing, photocopying, collation and distribution	
1.4 To participate in the writing, production and distribution of tri-folds, information leaflets and other information and publicity materials, as required.	
1.5 Ensure that emails, telephone calls and post are appropriately directed, and all telephone calls are fully recorded and confidentiality of service-users maintained.	
1.6 To produce the office rota termly in advance, using standard working patterns. To maintain the rota and standard working pattern documents.	
1.7 To manage the weekly timesheets and provide the Head of Service with a weekly summary of any issues. To ensure timesheets are stored in a secure and safe place	
1.8 To offer creative and innovative solutions to staff for day-to-day challenges on basic ICT issues and liaise with an external IT consultant wherever necessary.	

1.9 To support the Head of Service to develop a standard annual programme of work against the organisation's identified aims and objectives and update office planners, memos, electronic calendar where necessary and provide internal communications/updates as required.
1.10 To support the helpline's annual cycle of paperwork, including SUSS and end-of-year procedures, and to assist with data management and handling issues as they arise.
2. General Administration
2.1 To provide administrative support using Word and other software packages, and to maintain appropriate computer records, including membership, mailing lists, filing systems, preparation of paperwork, reports, agendas, general photocopying tasks and coordinating termly mailings, as agreed.
2.2 Liaising with the Office & Finance Manager to organise the purchase of equipment and maintain office supplies, as agreed, whilst adhering to applicable standard purchase limits.
2.3 To deal with incoming post, emails and telephone calls appropriately, including logging incoming and outgoing mail.
2.4 To maintain an accurate appointments/meetings diary and to deal with office visitors.
2.5 To book venues and make other practical arrangements for meetings and events, as agreed with the Office & Finance Manager.
2.6 To liaise with the Office & Finance Manager in implementing Health and Safety, security and other relevant procedures including maintenance of the operational handbook.
2.7 Liaise with the landlord regarding premises issues and be a designated point of contact for the landlord.
2.8 Liaise with external consultants i.e. IT, Accountants, Building Managers etc
3. Other
3.1 To work within the aims and objectives, equal opportunities and other policies of Supportive Parents.
3.2 To ensure the effective operation of the organisation in line with policies and procedures
3.3 To support staff and Trustees in all administrative processes involved in providing parent courses
3.4 To work within the wider staff team of Supportive Parents, attend staff meetings, and participate in training opportunities appropriate to the post
3.5 To research and support set up of staff training opportunities
3.6 To undertake such other duties, commensurate with the post, as agreed with the Office & Finance Manager from time to time.

SECTION 5 – KNOWLEDGE AND SKILLS
Qualifications:
5 GCSE or equivalent passes, Grades A-C including Maths/English Language
A levels or equivalent would be desirable
Evidence of continuing learning

Experience:
Experience of using Word, Excel, data management systems and website/other social media applications
Experience of working in or with the charitable/voluntary sector would be desirable.
Experience of working directly with the public would be desirable.
Experience of producing newsletters, bulletins and other publicity materials
Skills/Abilities:
High level of organisational planning/prioritization skills including an ability to work to deadlines and use initiative
Excellent written and verbal communication skills
Ability to research and communicate information from written materials and other sources in a clear way
Ability to use and support colleagues to use a range of software applications and to resolve day-to-day ICT problems
Good interpersonal skills and the ability to communicate with a wide variety people and in a wide range of media
A flexible approach to work, including undertaking general office duties.
Strong knowledge and commitment to equalities and non-discriminatory practice
General knowledge of SENDIAS Services and of the education sector with reference to SEN would be desirable
Special circumstances:
Occasional evening work or work outside the office will be required and more hours will be worked in school term time

SECTION 6 – ADDITIONAL INFORMATION
Place of work – Royal Oak House, Royal Oak Avenue, Bristol
Hours of work – 20 hours, 4 days per week, concentrated in school terms. Some evening work may be required.
Salary – £22,665 pro rata
Scale point: 26



EQUAL OPPORTUNITIES AND DIVERSITY POLICY

Policy Statement

Supportive Parents acknowledges and believes that the United Kingdom is socially diverse and that no person should experience unfair treatment, direct or indirect discrimination, harassment, victimisation or lack of opportunity based on age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation, or any other perceived difference.

Supportive Parents believes in the principles of social justice and acknowledges that discrimination affects people in complex ways, and is committed to challenging all forms of inequality.

Supportive Parents is committed to creating an organisation and a climate of opinion where diversity and equality of opportunity are promoted actively, good relations are promoted between people of a diverse background, and unlawful discrimination is not tolerated and actively combated. We recognise our legal and statutory obligations, will implement the Equal Opportunities and Diversity Policy in accordance with current legislation and codes of practice, and aims to treat all Employees, Contractors, Volunteers, Trustees, visitors, contacts, and other members of the public with whom the organisation comes into contact, with respect and dignity.

Supportive Parents is committed to developing equal opportunities in all areas of its activities and structure, and will take positive action in the areas of employment of Employees and Contractors, recruitment and contribution of Volunteers, appointment of Trustees, the work of the Board of Trustees, contract compliance, training, and in the implementation, monitoring and review of its Equal Opportunities and Diversity Policy.

Application of the Policy

This policy applies to all Employees, Contractors, Volunteers and Trustees, to all applicants for employment with Supportive Parents, and to all external providers appointed by the organisation.

If this policy of equal opportunities and diversity is not applied, valuable talent and potential may be wasted. Discrimination, harassment, and victimisation are not only illegal, but also affect morale generally, and can bring about a climate of fear and insecurity. It is therefore vital that everyone involved understands their responsibilities.

Supportive Parents takes equal opportunities very seriously and will not tolerate acts which breach this policy. It is each individual's responsibility to ensure that their conduct conforms to the expected standards and reflects this policy. Failure to apply the policy or evidence of discrimination, harassment, or victimisation may result in disciplinary action being taken against individuals, and in serious cases, dismissal. The organisation will monitor the Policy and progress in achieving its objectives, and will make any necessary changes to the Policy where barriers to equal opportunities are identified.

In particular:

- Supportive Parents is open to approaches from individuals, groups and organisations in order to ensure that its activities are not discriminatory or offensive;
- We will endeavour to meet individual requests for information about its services in appropriate forms, for example other languages, large type;
- Our website will be designed to be accessible, and not contain information from any individual, organisation or group which can be demonstrated to be wilfully sexist, racist or in any other way discriminatory;
- People will be made aware of their right to use Supportive Parents' Complaints Procedure if they feel they have been unjustly treated.

If you feel that the Policy has not been applied in your case you are encouraged to discuss the matter informally in the first instance with the Head of Service. You are of course entitled to raise a formal complaint at any time and in such circumstances you should use our grievance procedures, as appropriate, and as set out in this Handbook.

Employment

All terms and conditions of employment and related benefits shall be non-discriminatory, except in cases where there is a legal requirement that the Employee is of a specified gender or where health and safety requirements apply.

All applicants for employment or Volunteering, and all Employees applying for alternative positions within Supportive Parents shall be assessed according to their skills, experience, and suitability to do the job. Job advertisements will be non-discriminatory. Similarly, wherever possible, the publications in which advertisements are placed will be selected to target a full spectrum of potential job applicants. Equal consideration will be given to all Employees, Contractors and Volunteers for training and development.

Recruitment of Employees and Contractors

Advertising

- All vacant posts will be advertised, initially internally where the right skills and experience are available, and subsequently externally where a wider recruitment pool is required;
- Advertisements must be brought to the attention of the widest range of people possible using all the most appropriate means; consideration should be given to ensuring that particular groups of people are not excluded;
- The wording of advertisements must be unambiguous and easily understood; salaries, job titles and hours of work must be clearly stated;
- Only those requirements and criteria which are relevant to the job should be included.

Job Description

- There must always be a job description; its wording must be unambiguous and able to be easily understood;
- Adherence to this Equal Opportunities and Diversity Policy must be included in the job description.

Person Specification

- This must be written as a direct extension from the job description and must link specifically to tasks identified;
- The experience, qualifications, personal qualities and attributes listed must be justifiable; skills or qualifications which are not relevant to the post must not be asked for.

Application forms

- Application forms should not request information that is not relevant to the post and that would unfairly discriminate against any applicant; applications forms may request information such as criminal convictions, with the proviso that these do not necessarily mean that the applicant cannot be appointed;
- Application forms should include a specific request for information from applicants concerning facilities which they may require to enable them to attend for interview and to carry out the job, if selected.

Shortlisting

- All members of the interview panel must be involved in shortlisting;

- The process of shortlisting must be conducted in accordance with the person specification;
- Applicants who wish to know why they were not selected must be told.

Interviews

- All members involved in the interview process must be conversant with this Policy and its procedures;
- The same methods of selection must take place for all those interviewed;
- Reasons for decisions made must be recorded; all candidates will be notified as soon as possible of the outcome of their application.
- Applicants from existing Employees or individuals known to the organisation must be treated in exactly the same way as all other applicants to ensure that the recruitment process is fair and objective.

Job offer

- The job offer will be subject to receiving satisfactory references and completion of a Criminal Records Bureau check;
- The job offer will be subject to completion of a probationary period and satisfactory probationary interview;
- If it is suspected that discrimination has occurred at any point during the recruitment process, no job offer can be made until the issue is resolved.

Induction, training and development

- An induction programme will be devised for each new post holder;
- Appropriate training will be made available to further the development of each member of Employees; this will be based on the outcome of the probationary interview, supervision sessions and annual performance review.

Supporting Employees and Volunteers

Specific facilities and equipment which would enable disabled Employees and Volunteers to do their work will be made available provided these do not cause a hazard to others or are resources which the organisation cannot afford without additional funding.

Consideration will be given to people who have specific individual needs, e.g. child care, religious observance, regular medical treatment. A flexible approach to working hours and to the taking of leave will be exercised subject to the requirements of the post.

Material which is racist, sexist or can be demonstrated to be offensive or discriminatory must not be displayed. We will endeavour to choose and maintain contracts with suppliers and Contractors who pursue anti-discriminatory practices.

Supportive Parents recognises the continuing need for and will provide equal opportunities training to Employees, Contractors, Volunteers and Trustees.

The Board of Trustees

New members of the Board of Trustees will be given induction, training and support in accordance with their individual needs. The individual needs of Trustees will be taken into account as much as is possible when arranging meetings.

Breach of the Policy

Supportive Parents will take seriously any instances of non-adherence to this Policy and its procedures. Any instances of non-adherence will be investigated by designated Board members. Appropriate action will be taken such as deploying the appropriate disciplinary procedures.