



## Who are we?

Community Matters works locally in Yorkshire and also nationally across the UK and the Republic of Ireland. In Yorkshire we offer community development projects to support families with young children. Nationally, we provide services for community buildings and other not-for-profit organisations supporting them to be fit for purpose and sustainable.

We are a registered charity.

## What do we do?

### Our core advice services include:

- Community development projects in West Yorkshire
- A telephone helpline for community buildings and other not-for-profit organisations
- A large open training programme as well as more specialist bespoke courses
- A large resource bank of help sheets for community organisations
- We manage a number of Quality Improvement schemes

Our advice service offers access to resources as well as specialist advisors who can support both community buildings and other charities and not-for-profit organisations on subjects from Governance to Health and Safety.

The advice service also offers a range of help for specialist forums of parents of children with additional needs.

The Community Development team are currently offering a number of projects and activities for parents and children (predominantly under 5) in outer areas of Leeds.

## In summary

The Community Matters vision is to provide a sustainable and effective 'hub' of learning, support, advice and guidance, enabling local

communities and organisations to grow and achieve through the provision of a high quality service.

## JOB DESCRIPTION

(To be read in conjunction with the Person Specification)

<b>POST:</b>	<b>Admin and Communications Officer</b>
<b>Hours:</b>	14 hours a week
<b>Salary:</b>	£21,164 pro-rata

### ORGANISATIONAL EXPECTATIONS:

Community Matters supports local communities in Leeds as well as providing advice and support to other organisations across the UK. We are an ambitious, forward-thinking organisation and you must be committed to developing and enhancing the services we provide.

The organisation expects all its employees to carry out their duties in a professional manner with a client focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation. You are expected to uphold the values and ethos of Community Matters at all times.

### OUTLINE OF POST:

Working within a small team the post-holder will be responsible for some of the general admin as well as supporting team members with other tasks.

The post-holder will facilitate the administration and ensure the smooth delivery of the IQ quality scheme.

The post-holder will assist with promotion and marketing of the organisation on a variety of social media platforms.

Excellent customer service skills are a necessary requirement as the post-holder will communicate with a variety of internal and external customers.

### MAIN TASKS:

1. To undertake general administrative duties associated with the Improving Quality scheme.
2. To create some general social media posts.
3. To update mail lists.
4. To process vacancy adverts and upload them to our websites.
5. To work with other team members to create the organisation's newsletters.
6. Data entry to support the organisation's databases.

7. Take reasonable care of your Health and Safety and that of any other person who may be affected by your acts or omissions at work.
8. To represent Community Matters in a knowledgeable and professional manner at all times
9. Demonstrate a strong commitment to the principles and practice of equality, diversity and inclusion.
10. Adhere to and keep up to date with policies, guidelines, procedures and practices.
11. Participate in regular supervision, team meetings and other meetings as required.
12. Maintain appropriate professional boundaries at all times.
13. Identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed.

The above duties are indicative of the current requirements of the post. You are expected to work flexibly in the interests of Community Matters, including undertaking any other reasonable duties as required at the initial place of work or at other locations from which Community Matters operates.

**Please note:** this job description is intended to provide a guide to the general duties and responsibilities of the role. The post-holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Community Matters.

## Person Specification

### Admin and Communications Officer

The person specification should be read in conjunction with the job description. It is used at the short listing and interview stages to decide how suitable each candidate is to take on the role.

Community Matters does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column, but any 'gaps' could form areas for development in the future.

Approach	Essential	Desirable	Identified by: A=application I=interview E=exercise
Demonstrate understanding and commitment to equal opportunities and diversity	✓		A, I
Demonstrate a commitment and enthusiasm for working with our service user groups	✓		A, I
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓		A, I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		I
Knowledge & Skills	Essential	Desirable	
Excellent technical literacy of Microsoft Applications e.g. Word, Excel, Power point, Outlook, Access	✓		A, I, E
Good verbal and written communication skills, including accuracy and attention to detail	✓		A, I, E
Methodical with outstanding organisation, planning, administrative skills and experience of managing multiple diaries.	✓		A, I, E
Ability to undertake work with a high degree of accuracy, strong attention to detail and strong written and verbal skills	✓		A, I, E
Good interpersonal skills including listening and display empathy	✓		A, I
Ability to prioritise, work calmly under pressure and meet tight deadlines	✓		A, I
Experience in data collection, retrieval and reporting	✓		A, I

Ability to market courses and identify business opportunities	✓		A, I
Ability to manage social media accounts & create marketing posts	✓		A, I, E
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	
Proven experience of working in an administration role	✓		A, I
Experience of providing and interpreting a wide range of electronic management information to achieve effective performance reporting		✓	A, I