

No-one excluded due to Communication Needs



Include.org Administrator (15 hours p/w – flexible)

About Us

Include.org is a unique and multi-award-winning local charity which tackles the issue of communication difficulty as a community, in a fun and innovative way.



We provide creative speech and language therapy-based activities which build confidence and skills in people with communication difficulties due to learning disabilities, autism or dementia and provide training for communication partners.

Our services include:

- The Include Choirs
- Champions co-production and self-advocacy group
- Stroll and Sign
- Supported Volunteer programme
- Speech and language therapy consultancy and training



Our Values

Whenever you are with Include.org, you can expect staff, volunteers and members to be:

Kind Empowering Fun Inclusive Respectful

and all services to be based on speech and language therapy best practice and the principles of co-production.



Administrator

A good administrator is the glue that holds an organisation together. We are looking for someone with excellent organisational and team working skills to join our fun-loving home-based team.

The role is home-based with flexible working hours.



Key Responsibilities:

Key responsibilities will include but are not limited to the following:

- Monitor and respond to email enquiries
- Be a regular point of contact for members, volunteers and stakeholders
- Help to plan and organise events and manage logistics
- Work with the team to maintain weekly attendance registers and database
- Contribute to impact /funder reporting
- Assist Volunteer Coordinator with volunteer recruitment and administration
- Liaise with Communications team and assist with tasks across communication channels as required
- Regular reporting and planning meetings with senior staff
- Arrange & minute meetings on behalf of the CEO
- Assist with all aspects of administration, including recruitment and data monitoring as requested
- Support the team in producing and maintaining accessible information and resources for meetings / weekly sessions
- Assist with promotion of the organisation to external stakeholders
- Liaise with all levels of the organisation including Trustees, staff and members
- Be a representative for Include.org



What we are looking for:

ESSENTIAL:

- Excellent organisational and time keeping skills
- Good communication skills, including written and spoken English
- Able to show initiative and work autonomously with minimal supervision.
- A creative approach to problem solving and a 'can be done' attitude
- Competent and experienced in using Microsoft Office tools, including Word, Excel and PowerPoint – or their Google equivalents
- Experience in using databases or CRM systems – or a willingness to learn
- Ability to work to a deadline and manage a number of tasks /projects
- Understand the importance of confidentiality and data protection
- Understanding of external and internal communications systems
- A friendly and flexible disposition and a team player
- Understand and support the concept of inclusion and empowerment
- Good internet connection

DESIRABLE:

- Experience of working with people with understanding or speaking difficulties (e.g. people with learning disabilities, autism, dementia, aphasia or other conditions)
- Experience of working or volunteering for a charity
- Experience of administration or project management
- Experience of events organisation and / or training administration
- Experience of working with social care providers
- Experience of using the Google-suite of tools
- Experience of Mailchimp or other mailing tools
- Experience of managing email and phone enquiries
- Experience of managing / updating WordPress websites
- Knowledge of digital customer management systems, particularly Beacon
- A desire to make a lasting change in your community and beyond
- Knowledge of inclusive communication techniques

TRAINING

You will receive induction training covering safeguarding and data protection, as well as an overview of inclusive communication and the Mental Capacity Act, in line with the vision and aims of the charity. Training in our database will be provided.

Free training in Makaton, Photosymbols, Talking Mats and other Inclusive Communication techniques is available, tailored to your level of need (e.g. refresher/beginner).

OTHER INFORMATION

The hourly rate is £14.00 - £16.00 per hour, depending on the level of experience. This contract is initially for 1 year, depending on the successful completion of a 1-month probationary period. There is scope for the contract to be extended.

This is a freelance position, so you will be responsible for your own tax/NI contributions. Fees will be payable on receipt of an invoice at the end of the month, unless alternative arrangements are agreed in writing with the Board of Trustees.

The hours are flexible, although some of the working hours will need to take place between 10-3pm Mon – Friday, in line with other team members' working hours. These hours can be agreed at the outset of the contract. Some attendance at weekend and evening events will be required, with notice.

This role is largely home-based with occasional attendance at one of our work bases (37 South Mead, Redhill RH1 2EL, Redhill Methodist Church, RH1 1BP and St Joseph's Church Epsom KT17 8JQ, with notice). Travel expenses to meetings at other locations will be covered

For candidates with experience of working with people with learning or communication disabilities, there is potential for this role to be combined with the Lived Experience Coordinator role (10-15 hours per week).

IF YOU ARE INTERESTED

Please spend some time on our website <https://include.org> or Youtube channel <https://youtube.com/c/includetube> - getting to know **Include.org** and the work we do.

To apply, please send a **covering letter/email/video** outlining why you would like to join us, your experience and how you fit the person specification. This should be accompanied by an **up-to-date CV** in written or video format. If you have any queries, please email Alix Lewer at Alix.Lewer@include.org or call 07446 897835 for an informal chat.

Closing Date: 5pm Friday 22nd November 2024

Interviews: w/c 9th December 2024

We look forward to hearing from you.

