

 Job Description

Job title: Communications Assistant

Accountable to: Fundraising and Communications Manager

Location: Frome Town Hall, First Floor, Christchurch Street West, Frome, Somerset BA11 1EB

Hours: 15 hours per week (two days) – flexible working considered.

We Hear You is a cancer charity providing free professional counselling for children, young people and adults affected by cancer, life threatening conditions or bereavement in Bath and North East Somerset, Somerset and Wiltshire.

Purpose of job:

The post-holder is responsible for providing communications and administrative support to ensure the smooth running of the charity.

Duties and Responsibilities

Communications

* Using a variety of software packages, including Microsoft excel, word, powerpoint, publisher as well as email and internet to produce various publications, correspondence and document as required
* To maintain spreadsheets for fundraising and communications purposes as directed by line manager.
* Administer the organisations media communications by
	+ Updating the website regularly
	+ Using social media regularly to post articles, news and other information relevant to the organisation and those it supports
	+ Produce written communications including press releases with support from team members
	+ To work and develop links with other agencies, professional and supporters

Administrative

* To provide ongoing administrative support to the team, working particularly with the fundraising team and Office Manger as well as general office admin support where appropriate
* To maintain client data records accurately such as client feedback results, service evaluation results, referral and waiting list tracking, and anonymous client data.
* Update the mailing list with client contact details in accordance with Data Protection policy and client wishes
* Maintain office efficiencies, organise and store paperwork. Filing and retrieving information as well as data entry
* Such other duties as are deemed commensurate with the post.

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|  | Essential | Desirable |
| Knowledge and Experience |
| Excellent verbal and communications skills  |  |  |
| Good administration skills |  |  |
| Experience of using social media and other communication methods eg press releases |  |  |
| Strong IT/computer skills, including word, excel, outlook |  |  |
| Experience of maintaining and updating records and collating data and other information |  |  |
| Experience of using and maintaining databases and websites |  |  |
| Essential qualities skills and experience  |
| Good interpersonal skills |  |  |
| Ability to plan and manage own time and workload |  |  |
| Good communications skills and ability to promote the charity using a variety of methods |  |  |
| Ability to communicate verbally and in writing with a range of people including, funders, clients, contractors and other stakeholders |  |  |
| To work as part of a team and on own initiative  |  |  |
| Excellent attention to detail and strong organisational skills |  |  |
| Ability to undertake a variety of administrative functions including correspondence, telephone enquiries and filing.  |  |  |
| Experience of dealing with schedules and budgets |  |  |
| Some knowledge of the voluntary sector  |  |  |
| Some knowledge of healthcare provision in England |  |  |

General

The post-holder will be expected to adhere to all organisational policies, including health and safety. The post-holder will be expected to represent the charity at events and external meetings which may require some evening and weekend working.

Equal Opportunities

The post-holder will be expected to implement We Hear You’s Equal Opportunities Policy in all aspects of their work.

Confidentiality

The post-holder will be expected to abide by We Hear You’s Confidentiality Policy at all times.

Safe Guarding Children

This organisation is committed to safe guarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.