



Job Description

Job Title: Membership and Communications Coordinator

Current Office Location: Howard de Walden, Bluett Street, Maidstone, ME14 2UG

Contract type: Fixed term to 31st October 2019, with one month probation, extension subject to funding

Salary: £9.23 per hour

Hours per week: up to 8 hours per week, flexible hours, term time only option available

Responsible to: Space 2 Be Me Manager

Holiday allowance: 4 weeks holiday pro rata

Closing Date for applications: midnight 18th March 2019

Anticipated start date: ASAP

Context:

Space 2 Be Me is a local parent driven charity providing services to families in the Kent districts of Maidstone, Tunbridge Wells and Tonbridge & Malling. We have three strands of work:

1. With disabled children; helping them to gain independence through youth groups, clubs and holiday activities.
2. With their parents via family support work, training, support groups and workshops, helping them to feel less isolated, learn strategies to support their children and build a peer support network.
3. With the whole family; siblings come to some of our clubs and holiday activities and we run at least one family activity a month to local attractions, enabling our families to enjoy quality time together as well as the opportunity to meet other families who are facing similar challenges.

Purpose of the Job:

Space 2 Be Me has around 200 members at any one time. When a family becomes a Space 2 Be Me member they have access to all our services: from youth clubs and holiday school activity days, support and family events. Membership is easy - they fill out a form which can be accessed online or by contacting us.

Our membership increased by 25% as a result of raising awareness through rebranding in late 2017 and the administrative infrastructure needed to change. We applied for and were successful in securing Big Lottery Awards for All funding for a post to support membership development and communications.

The role of the Membership and Communications Coordinator is a new role. It will be fixed term contract, for up to 8 hours worked flexibly, term time only option to the end of October 2019 initially, extension subject to funding. The post holder will undertake all aspects of membership admin, ensuring that new members will be responded to within a short timeframe and are able to utilise our services in support of their family. The post holder will be required to undertake communications with the membership, using emails, telephone, post, newsletters, social media

and Mailchimp. There is a marketing element to the job which relates to promoting membership and communicating with potential members.

Main Duties and Responsibilities

- To deal with new enquiries relating to membership by telephone, email and in person.
- To administrate membership renewals and subscriptions using Space 2 Be Me's databases.
- To design and produce membership welcome pack and communication literature related to the signing up and renewal process.
- To help produce and distribute marketing literature which will enhance the awareness of Space 2 Be Me in our area and let parents know what activities are available to our membership.
- To communicate with members regarding activities and news via emails and marketing platforms such as Mail Chimp and Social media, including regular reminders and other items of interest. To develop our utilisation of such tools to enable better communication.
- To help produce and communicate surveys and newsletters and other communications with members as and when the need arises.
- To assist the Manager with general administration duties, including but not limited to, maintaining efficient record keeping and filing systems in accordance with data protection regulations.
- To undertake general and specialist training as necessary.
- To work within all Space 2 Be Me policies, procedures and standards of work practice
- Represent Space 2 Be Me at meetings, exhibitions and networking events as requested.
- To undertake any other duties within the overall scope of the role, as requested by the Space 2 Be Me 2 Manager and Trustees.

Person Specification

Education/Professional Qualifications:

- Minimum 5 of GCSE's (including English) or equivalent
- Good level of literacy and numeracy (E)

Key Skills and Experience

- Work, volunteering, personal experience of children or young people with additional needs, carers and families (D)
- Experience of dealing with the public in person and on the phone (D)
- Experience of working or volunteering within a charity (D)
- Good communication skills, both written, oral and listening (E)
- Good organisational and planning skills (E)
- Ability to prioritise workload to achieve agreed deadlines with a minimum of supervision (E)
- Excellent IT skills including use of databases and MS Office (E)
- Experience of Mailchimp, social media and marketing tools (D) or a willingness to learn and develop these skills (E)
- Experience of providing information and support within a voluntary organisation (D)
- Ability to respond effectively to e-mails, letters and documents (E)

Key Competencies and Behaviours

- Empathy and people skills (E)
- Flexible and adaptable approach to work (E)
- Good time-management and organisational skills (E)
- A good communicator with excellent interpersonal skills (E)
- Ability to work as part of a team, also on own initiative and be confident and motivated to work unsupervised and at times alone (E)
- The ability to prioritise and manage your work load (E)
- Ability to work in a diplomatic, professional and confidential manner (E)

Special considerations

- Willingness to undertake an enhanced DBS check

Closing Date for applications: midnight, 18th March 2019