

JOB DESCRIPTION

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|-------------------------------------|---|
| Post: | Charity Officer |
| Hours: | 37.5 hours per week |
| | The postholder will also be required to work occasional unsociable hours in the evening and weekends to attend events. (Time off in lieu will be offered) |
| Term: | 1 year temporary maternity cover |
| Salary: | £20,330 – 21,000 FTE (dependent on experience) |
| Location: | Central Maidstone Office, ME14 1HH. There may be flexible working options available on request. |
| Accountability / reports to: | Operations Manager |

Key Responsibilities:

- Project and service delivery co-ordination.
- Lead on basic aspects of clerical tasks relating to the different services provided by the charity, including but not limited to; updating and maintaining databases, collating information, and providing basic reports and research.
- Communication with the community and public via email, phone or face-to-face.
- Responsibility for delivering communications and marketing strategy, led by senior staff.
- Support with fundraising activities, including but not limited to; supporting the organisation of community events, raising the charity's public profile and interacting with the public.
- Manage, update and report on the donors and service users on relevant CRM and databases.
- Assist in research and data entry of potential donors, corporate partnerships, grants, trusts and other fundraising opportunities.
- Support other team members at events, activities, and training.
- Occasionally support at events and/or groups as needed for both admin support and service user support.
- Deliver the 50/50 club administration support and advertising.
- Deliver our thank you policy for donors.
- Help with general maintenance of the office environment.
- Carry out specific projects as delegated by the team; this will always be heavily supported by the Operations Manager.

- Take an active and innovative approach to all tasks, we encourage new ideas and creative thinking.
- There is likely to be some responsibility for social media platforms and content creation once the member of staff is settled into the organisation.

Other:

- Work flexibly with the office team or other members of staff to complete tasks as needed
- Provide a positive and engaging contact with the charity.
- Be aware of and follow all 21 Together policies and procedures, including safeguarding. Completion of all mandatory training.

To undertake any other duties as may be requested by 21 Together, any member of the Senior Management Team or the Board of Trustees, broadly consistent with the job description and level of the post.

Disclosure and Barring Service Check:

A basic DBS Check is needed for this role - this will be carried out by 21 Together before appointment.

Review:

The details contained in this Job Description and Person Specification reflect the content of the job at the time it was prepared. However, it is inevitable that over time the nature of individual jobs will change; existing duties may be lost, and other duties gained without changing the general character of the duties or the level of responsibility entailed. Consequently, this Job Description and Person Specification will be revised from time to time and 21 Together will consult with the post holder at the appropriate time.



Working together with
the Down's Syndrome
Community in Kent to
raise expectations and
realise potential

PERSON SPECIFICATION

| Requirement: | Application Form or Interview: | Is this: | |
|--|--------------------------------|------------|------------|
| Education / Qualifications | | Essential? | Desirable? |
| Minimum 5 GCSE (or equivalent) qualifications graded C or above, to include Maths and English | A | ✓ | |
| Knowledge/ Work Experience/Skills | | | |
| Excellent IT Skills incl. Outlook, Word, Excel | A | ✓ | |
| Experience using databases and data reporting | A | | ✓ |
| Strong social media skills with broad understanding of its uses and content creation | A / I | | ✓ |
| Exceptional organisational and planning skills, able to prioritise. | A | ✓ | |
| Experience working in an office-based environment | A / I | | ✓ |
| Experience working with public including people with learning difficulties | A / I | | ✓ |
| Full clean driving licence and use of a car for work purposes | A / I | ✓ | |
| Attributes (characteristics / personal qualities) | | | |
| Strong interpersonal skills with good oral and written communication skills | A / I | ✓ | |
| Excellent time management skills. | A / I | ✓ | |
| Can-do attitude and good team player | A / I | ✓ | |
| Adaptable to change, the ability to listen and follow instruction and to use their own initiative when needed | A / I | ✓ | |
| Comfortable and willing to work directly with children / young people with learning disabilities and their families. | A / I | ✓ | |
| Willing to attend meetings and events outside normal working hours. | A / I | ✓ | |
| Excellent prioritisation skills | A / I | ✓ | |