

Sheffield Women's Counselling and Therapy Service  
Job Description and Person Specification for the post of  
**Charity Communications Officer/Receptionist**

<b>Job Title:</b>	Charity Communications Officer/Reception
<b>Responsible to:</b>	Chief Executive Officer
<b>Hours:</b>	20 hours per week: 4.15pm - 9.15pm on Mon, Tues and Thurs Plus 5 hours per week scheduled flexibly
<b>Salary:</b>	£8.75 per hour (Living Wage) plus 8% pension contribution
<b>Holidays:</b>	6 weeks per annum pro rata
<b>Contract:</b>	12 month post

This post is open to women only, in accordance with the Equality Act 2010, Schedule 9, Part 1.

Sheffield Women's Counselling and Therapy Service provides free, specialist trauma therapy where women can address their experiences of abuse and trauma in a safe and dedicated environment. We offer an individualised approach and for some women it is the only service they are able to engage with. We are a registered charity with a 29 year history of providing therapy services for women in Sheffield.

We are currently recruiting to the post of Charity Communications Officer/Receptionist. This post is an excellent opportunity for someone embarking upon a career in the third sector to develop a broad base of experience with a grass roots local charity. You will benefit from opportunities to learn about fundraising strategy, social enterprise, operational and buildings management.

The post holder will use their effective communication skills across a range of media including digital, social media, in person communications, telephone calls and the distribution of printed materials:

The post holder will use a range of applications and tools to efficiently track and organise their work, including apps, databases, spreadsheets and mass mailing software.

You will be based at our Abbeydale Rd Office (S7) with the requirement to work from our Upperthorpe (S6) Office for 5 hours per week. You will join our small, friendly and supportive team of staff, volunteers and an active board. We are a reflective, learning organisation and offer opportunities for continuing professional development to all team members.

We offer six weeks' annual leave and an 8% employer contribution pension scheme.

**The deadline for applications is 5pm on Thursday 21st February 2019. Applications and any enquiries about the role should be submitted to [jobs@swcts.org.uk](mailto:jobs@swcts.org.uk)**

### **Charity Communications Officer/Receptionist**

#### **Role Purpose**

- To provide reception cover and building support for our hire space from 4.15 - 9.15 on three evenings per week and to be responsible for locking up (with the support of full training and lone working policy)
- To provide reception cover at our Upperthorpe Office for 5 hours per week
- To contribute to the development of trading income at SWCTS by:
  - promoting opportunities for private practitioners to hire space at SWCTS' dedicated therapy centre
  - providing a high quality service for hirers
  - providing high quality administration of room hire

## **(Role Purpose continued)**

- To contribute to the development of fundraising income at SWCTS by:
  - - promoting opportunities to fundraise and donate to SWCTS, via digital and offline campaigns and activities
  - following up on leads from potential fundraisers, donors and customers, providing support and information and track engagement
  - identifying opportunities for community fundraising and income related networking
  - liaising with fundraising volunteers and coordinate their attendance at events across Sheffield on behalf of SWCTS
  - producing ongoing communications materials for SWCTS for potential and current donors, funders and other stake-holders

## **Key tasks and responsibilities:**

### Promoting our therapy space

- To promote opportunities for private practitioners to hire space at SWCTS' dedicated therapy centre
- To follow up on leads from potential customers and track engagement
- To liaise with Office Coordinator about ongoing communications with existing and new hirers, and provide new hirer building inductions as needed.

### Building steward/reception

- To provide reception cover for our hire space from 4.15 - 9.15 on three evenings per week and to be responsible for locking up (with the support of full training and lone working policy)
- To provide practical support for hirers and groups using the building on an ad-hoc basis
- To contribute routine actioning of tasks to ensure a high level of service and a pleasant environment for private hirers, including:
  - Monitoring hirer message books
  - Emptying waste paper baskets
  - Replacing light bulbs
  - Monitoring heating
  - Reporting any maintenance issues to the Office Coordinator

### Donor and supporter communications

- To promote opportunities to fundraise and donate to SWCTS, via digital and offline campaigns and activities.
- To follow up on leads from potential fundraisers and donors, and track engagement
- To liaise with community fundraisers to ensure they are provided with adequate information and support for their fundraising, and to ensure all funds are received and acknowledged
- To identify opportunities for community fundraising and income related networking
- To liaise with fundraising volunteers and coordinate their attendance at events across Sheffield on behalf of SWCTS
- To produce ongoing communications materials for SWCTS for potential and current donors, funders and other stake-holders

## **Additional/organisational responsibilities**

1. Responding to telephone enquiries
2. Liaising with clients and therapists and recording interactions on our client database
3. Providing friendly and professional reception for client
4. Actively engage with other team members and work constructively with colleagues and managers in all aspects of the work.
5. Participate fully with the agreed support structures for the post, including line management supervision, training events and appraisal and contribute positively and flexibly within the team.
6. Conduct all work within statutory requirements, professional guidance and SWCTS policies and procedures, e.g. risk management, safeguarding, health and safety.
7. Work at all times with respect and sensitivity to the needs of service users and volunteers.
8. Contribute to the review and development of SWCTS policies and practice
9. To undertake any other duties appropriate to the grade and purpose of the job as may be determined between the postholder and the CEO

Where appropriate staff may be asked to work outside of their usual working hours, for which time off in lieu will be given.

### Job Description Review

From time to time, this job description will be reviewed in line with the requirements of the organisation, developments in our field of work, and the needs of clients and funders.

### Person Specification

	Essential	Desirable
Qualifications	Educated to degree level (or equivalent experience)	Degree with communications related syllabus.
Experience	<p>Experience of customer service</p> <p>Experience of charity fundraising either as a fundraiser or organising others</p> <p>Experience of writing copy and content</p> <p>Experience of juggling a busy workload</p> <p>Experience of using a range of apps to produce and schedule content</p>	<p>Experience of promoting products or services</p> <p>Experience of measuring engagement on social media</p> <p>Experience of managing an email list</p> <p>Experience of delivering a communications campaign.</p> <p>Experience of using a range of tools to organise work flows</p> <p>Experience of the voluntary or community sector, in a paid or voluntary role.</p> <p>Experience of using a range of apps such as Canva, Trello, Eventbrite, Mailchimp</p>
Skills and Knowledge	<p>Ability to use applications to produce effective print communications materials such as flyers.</p> <p>Ability to create engaging social media content.</p> <p>Ability to use social media to network and build support.</p>	<p>Awareness of mental health issues and psychological services</p> <p>Photography skills</p>

	<p>Ability to use scheduling apps to plan social media content across twitter, facebook and instagram</p> <p>Ability to manage workload independently and efficiently</p> <p>Ability to exercise a sense of urgency, to work under pressure when needed.</p> <p>Good communication skills, verbal and written.</p> <p>Excellent IT skills, including email, internet, spreadsheets and word processing skills</p> <p>Ability to learn new systems, processes and to use new softwares</p> <p>Excellent customer service skills</p> <p>Excellent numeracy and data handling skills</p> <p>An ability to juggle competing demands in a calm, professional manner</p> <p>An ability to engage positively and communicate openly, warmly and professionally with clients by telephone, email and letter.</p>	
Qualities	<p>Interested in learning and developing new skills</p> <p>Willingness and ability to adapt to change, develop new ideas and constructively support the future development of hte service</p> <p>Willingness to support and work within organisational policies</p> <p>Ability to take a dynamic and solutions focused approach to the role</p> <p>Ability to work effectively both independently and collaboratively as part of a team as appropriate</p> <p>Willingness to work flexible hours occasionally which may include some evenings/weekends</p> <p>A proactive team worker, with a willingness to contribute to other areas of work</p> <p>Thorough attention to detail, including accurate data entry skills.</p> <p>Understanding of and commitment to confidentiality</p> <p>Understanding of and commitment to equal opportunities.</p> <p>Commitment to supporting women who have experienced abuse and trauma</p>	