



## **Communication Matters (CM) Administrator Job Description**

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### **Duties will include:**

Working under instruction from the Charity Manager and occasionally on your own initiative within organisational strategies and at times under specific instruction from Trustees or a Trustee sub-committee.

Assisting with the organisation of events such as Augmentative and Alternative Communication (AAC) Study Days, Information Days and the Annual International AAC Conference in Leeds, in liaison with Trustees, conference organisers, speakers and potential speakers and communication aid suppliers. Assisting with event organisation will also involve taking bookings from attendees, disseminating information, and gathering and analysing feedback.

The annual 2.5-day Conference in September attracts over 350 delegates including many with disabilities. The organisation of the conference involves publicity (once the date and venue have been agreed), taking and processing bookings, ensuring adequate accessible accommodation, liaising with AAC suppliers, working closely with the Trustee events subcommittee and the conference organising team and then being on hand at the conference itself to help deal with any issues which may arise (this will necessitate changing/extending your working days for that period).

The post-holder will work with the Charity Manager, Treasurer, and the Board of Trustees to ensure the financial propriety of the organisation and will help to keep detailed records of all financial transactions.

The post-holder will assist in the production and distribution of the CM Journal which includes articles written by members and which sells advertising space to relevant companies/organisations.

As CM is a member organisation the post-holder will manage the day-to-day administration of membership applications and renewals. They will also assist in arranging the distribution of any membership information (such as weekly e-news updates) and organisation of any membership meetings such as at the Annual Conference and Trustee selection process.



The post-holder will be expected to assist in maintaining the CM website and social media presence including its Facebook page, Twitter feed, Google discussion forum and any other platform agreed by the Trustees.

CM produces a range of AAC related leaflets and flyers which are available online and on paper. The post-holder will assist in ensuring, in consultation with the Trustees, that these are kept up to date and factually correct and that they are available in a range of formats.

The post-holder will take minutes at any meeting of Trustees or any subcommittee of Trustees and in conjunction with the Chair will finalise and circulate these to all Trustees as required.

Full training will be given about the nature of enquiries that come into the CM office and how to respond to them.

As CM has a membership which includes "vulnerable adults" the post-holder will at all times work within organisational policy guidelines relating to data gathering and storage, confidentiality and safeguarding.

The successful candidate will require an enhanced Disclosure and Barring Service (DBS) certificate.

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## **Person Specification**

### Essential skills:

- General administrative experience
- Good communication/interpersonal skills on phone, in writing and face-to-face
- Attention to detail
- Proficient IT skills including word processing, spreadsheets, databases and emails
- Experience of using and managing social media
- Ability to work to agreed deadlines
- Ability to work without direct supervision
- Good time-management skills
- Proven ability to work effectively under pressure
- Some understanding of the charity sector and of working for a volunteer Board of Trustees (not necessarily experience of, but insight



into)

- Understanding of importance of confidentiality and of working within safeguarding and equal opportunities policies

Preferable skills:

Experience of:

- Disability/communicating with AAC users/people with communication impairment
  - Marketing
  - Developing and producing publicity materials
  - Successful event organisation
  - Report writing
  - Proof reading
  - Involvement with a third sector organisation as paid staff, volunteer or Trustee
  - Website editing
  - Minute taking
  - Adobe InDesign, FileMaker Pro, QuickBooks and other relevant software programs
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