

**JOB DESCRIPTION**

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| Job title | Admin and Communications Officer |
| **Contract** | Permanent, Full time. Part-time would also be considered for the right candidate. Flexible hours can be arranged. |
| **Date of revision** | October 2021 |
| **Location** | Office base in Bristol or Devizes. However we are open to staff working from home on a regular basis when not required in the office. |
| **Salary** | £19 - 22,000, depending on experience |
| **Reports to** | CEO |
| **Job purpose** | To manage all administrative functions of Sight Support West of England, and provide support to staff across the organisation to maximise the effectiveness of the team.  To coordinate external and internal communications for the organisation, ensuring that website, social media and printed communications are up-to-date, effective and relevant. |

**Background:**

Sight Support West of England exists to reduce the impact of sight loss, supporting blind and partially sighted people to lead independent lives and to secure equal access to services. We deliver local services across Bristol, Bath and South Gloucestershire, and in Wiltshire through our sister charity, Wiltshire Sight.

We are looking for an enthusiastic and dedicated self-starter to join the team and take the lead on all communications and administration within the organisation. This is a great opportunity to add real value to a small but growing organisation, and to learn new skills in the process.

**Key responsibilities:**

Administration

* Take a lead role in management of Sight Support suppliers, including communication, IT, office rental, stationary, etc.
* Ensure the smooth running of the Sight Support offices in Bristol and Devizes, dealing with issues as they arise, in consultation with the team.
* Take the lead on other administrative processes, such as management of purchase orders and invoices, maintaining inventory of equipment, etc.
* Oversee the printing of all leaflets/posters, etc.
* Coordinate and oversee mailings to Sight Support clients and supporters.
* Oversee the work of any admin volunteers working within the Sight Support offices.
* Provide other administrative support to staff as necessary.

Communications

* Oversee Sight Support’s website and social media pages, ensuring content remains up-to-date, engaging and relevant.
* Ensure Sight Support’s website and social media reflect our brand, support fundraising and enhance our reputation amongst key stakeholders
* Oversee all design, copy and content for Sight Support communications
* Coordinate production of Sight Support’s bi-annual magazine, keeping Sight Support clients up-to-date with news and developments.
* Compile and distribute monthly ‘What’s On’ client e-newsletter.
* Ensure all printed materials are up-to-date and relevant in both offices.
* Provide support to Services team to promote key events through local channels.
* Oversee Sight Support’s brands, ensuring that all materials are correctly branded in line with guidelines.
* Manage Google Adwords and Analytics pages relating to the website.
* Seek out opportunities to promote Sight Support to outside audiences, to ensure people with sight loss across the region are aware of who we are, what we do, and how they can get help and support.

**Person specification**

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|  | **Essential** | **Desirable** |
| **Proven ability and competencies** | Ability to manage administrative systems, including stock control, filing systems, etc.  Experience of, and aptitude for, management of social media and websites.  Ability to research issues or seek solutions on internet and other media. | Knowledge or experience of working in the charity sector.  Experience of producing high quality communications materials. |
| **Other skills and abilities** | Excellent project management skills, with the ability to manage a complex workload, prioritise competing demands, and meet deadlines.  Excellent communication skills.  Excellent problem-solving skills.  Pro-active attitude to website development and content, and willingness to learn new IT systems.  High level of IT skills especially in MS Office including ability to develop and maintain information systems and to share these with others. | Experience of drafting copy, articles, press releases and case studies |
| **Personal qualities** | Good team player, who places emphasis on building open and supportive relations and working by example.  Motivated self-starter able to work under own initiative.  Good judgment combined with a focus on delivering results.  Excellent attention to detail to ensure consistently high standard of work.  A desire to promote positive change and seek ongoing improvement in working practices. |  |

**Please note**

* This post is subject to a DBS check.
* Full training and ongoing professional development will be offered to the right candidate.

To apply for this post please send a CV and a covering letter outlining your suitability for the post to [info@sightsupportwest.org.uk](mailto:info@sightsupportwest.org.uk). Please title your email ‘Application for Admin & Comms Officer’.