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**Communications and Administration Worker**

**Job Description**

**Working Hours:** 8 hours a week (over 2 days)
**Salary:** £4,243 (£19,890 FTE)
**Responsible to:** Director, Timebank South West
**Location:** Four Greens, 15 Whitleigh Green, Plymouth, PL5 4DD

Timebank South West is a registered charity and has been operating in Plymouth since 2011. It has eight Timebanking Hubs based in Barne Barton, Devonport, Efford, Ernesettle, Honicknowle, North Prospect, Stonehouse, and Whitleigh. It aims to reduce social isolation and loneliness by bringing people and communities together and supports informal volunteering to increase individuals’ sense of wellbeing. Timebank South West also runs a cooking project called Plan It, Cook It, Share It in Whitleigh and Barne Barton.

**Key duties and responsibilities**

* Provide phone and email response to people requesting information about Timebank South West (TBSW), Timebanking and Plan It, Cook It, Share It project (PICISI).
* Ensure membership joining packs, questionnaires, surveys and any relevant information are printed and readily available to the TBSW team.
* Add all new member contact details, exchange preferences and joining hours from submitted joining forms on to Timeonline2.
* Ensure members with an email address are added to Mailchimp to receive TBSW monthly newsletter.
* Ensure all information and records are accurate and kept up to date and adhere to General Data Protection Regulation.

* Proofread and format monthly case studies as submitted by the Outreach and Project team, save as a PDF and add to OneDrive.
* Ensure TBSW maintains a consistently high standard of plain language materials, font 12pt minimum and correct use of logo/s, to improve marketing and branding recognition.
* Design templates, display materials, flyers, leaflets and posters as requested by the Outreach and Project team.
* Increase communication with Timebank members including supporting the Outreach Workers to make timebanking exchange arrangements over the telephone and face to face.
* Communicate with Timebank members wishing to attend the PICISI rolling six-week sessions and maintain a booking-in system that includes Reserve and Expression of Interest lists for subsequent availability.
* Increase regular TBSW’s output on social media including Facebook, Twitter and YouTube to ensure the organisation has a presence and increases its number of followers.
* Use social media and Timebank App to promote activities, exchange opportunities, events, cooking sessions and social meeting dates.
* Assist in the collation and inputting of Well-being questionnaire data and conducting follow-up questionnaires with Timebank members.
* Assist the Director to collect Timebanking data for KPI quarterly reports by maintaining up to date and accurate records.
* Maintain a clear functional office filing system and keep OneDrive files up to date.
* Assist with maintaining and adding new content to TBSW website

**General**

* Attend relevant meetings, events, conferences and training.
* Respond to internal and external correspondence in a timely fashion.
* Any other duties relevant to the post as and when required.

Charity Registered number: 1169627

Timebank South West, 15 Whitleigh Green, Whitleigh, Plymouth, PL5 4DD

Telephone: 01752 875930 Email: info@timebanksw.org Website: www.timebanksw.org

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## **Communications and Administration WorkerPerson Specification**

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| **Experience** |  |
| *Essential*  | *Desirable* |
| * A minimum of 1 year’s previous experience in a communications and/or administrative role.
* Good spoken and written English to at least Level 2 Functional Skills/GCSE.
* Good working knowledge of Microsoft Word, Email, Publisher, Excel, OneDrive.
* Good working knowledge of Social Media including Facebook, Twitter, Instagram and YouTube.
* Experience of designing templates, flyers, leaflets and other marketing materials.
* Ability to produce and maintain accurate records.
* Ability to plan-ahead, organise and prioritise workload to meet deadlines.
* Ability to communicate in a polite, friendly and helpful manner in person and on the telephone.
* Experience of arranging and/or assisting with community events.
* Experience of using booking systems such as Eventbrite and Doodlepoll
 | * Experience of updating and maintaining a website
* Experience of marketing
* Experience of using SurveyMonkey or similar platforms to carry out customer satisfaction surveys
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| **Knowledge and Understanding**  |  |
| *Essential*  | *Desirable*  |
| * Understands and appreciates the value and role of volunteers.
* Good understanding of the challenges facing communities.
 | * Experience of working within disadvantaged neighbourhoods
* Experience of volunteering
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| **Skills and Ability** |  |
| *Essential*  | *Desirable* |
| * Excellent interpersonal communication skills.
* Friendly and approachable.
* Ability to get on with people from different backgrounds and a commitment to working in an anti-discriminatory respectful way.
* Ability to work as part of a team.
* Ability to meet deadlines.
* Ability to be flexible to meet the needs of the community and Timebank South West.
 | * Knowledge of Plymouth neighbourhoods
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