

Vacancy: Administrator



Centre for Deaf and
Hard of Hearing People

Charity Number: 1175054

Hours: 15 – 22.5 hours per week (part-time – must work on Fridays)
Permanent post, subject to funding
Location: Fishponds, Bristol
Reports to: Operations Manager
Salary: £19,500 - £22,000 a year pro rata.
Deadline: Friday 20th September

This is an exciting opportunity to join a growing team at the Centre for Deaf and Hard of Hearing People. You will support our work in providing assistive equipment for Deaf and hard of hearing people in the Bristol area, as well as providing administrative support to our community development projects and CEO.

We welcome applications from people who have experience of working with or supporting Deaf and hard of hearing people, and those with administration skills who would like to use these skills in a new and rewarding area of work.

Centre for Deaf and Hard of Hearing People:

The Centre for Deaf and Hard of Hearing People (CfD) is a registered small-sized charity that delivers a wide range of services including community development initiatives and assistive equipment services to people in Bristol who are Deaf, deafened, or hard of hearing. Our mission statement includes, we are working toward creating a Bristol “where everyone can participate in all aspects of life in the city, whatever their level of hearing”.

CfD challenges the prejudice and barriers that Deaf and hard of hearing people face in their daily lives. We are developing exciting new plans for activities that will contribute to our aims and promote equality for all deaf people.

Summary of duties:

Under the direction of the Operations Manager, the administrator will support the Equipment Service Team to achieve a high standard of service delivery.

The administrator will also support the Communities Team and CEO with organising and delivering activities run as part of our community development projects.

The administrator will also provide broader administrative support to the CEO and to the charity.

Responsibilities:

- Be the first point of contact for equipment service clients, usually by phone and email
- Book appointments for clients for the equipment service
- Input client records into our database
- Send out surveys and summarise the responses

- Schedule meetings and take minutes where necessary. This may include taking minutes at Board meetings
- Support with event and activities' organisation such as booking rooms, preparing publicity, registering participants etc
- Typing standard CfD letters e.g. invoices, communication with clients etc
- Monitoring and maintaining levels of office supplies and consumables
- Meet and greet any visitors, contractors, clients to the CfD office or to the equipment service resource room
- Answer the CfD office telephone and take messages for staff
- Receive and respond/deal with general email and phone enquiries, postal mail, and messages
- Support with photocopying and scanning as required
- Develop reports as requested
- Proofread letters and documents written by other staff
- Help CfD to meet its Health and Safety responsibilities
- Be part of the team representing CfD at local events and exhibitions
- Part of your role will involve communicating with a mix of hearing, Deaf and hard of hearing people. British Sign Language interpreters and other communication support will be provided to support you if required.

Any other duties as may be reasonably required for the performance of this position.

Essential skills and competencies:

- At least one year's experience of working in an office as an administrator
- Good working knowledge of Microsoft Office and associated software, including Excel, Word, Outlook, Planner, and simple databases
- Effective and professional telephone manner
- Ability to compose letters and short documents and write in a friendly and direct style
- Ability to work on own initiative and as part of a team
- Excellent organisational and time-management skills
- A positive attitude towards Deaf and hard of hearing people with some understanding of the barriers they face in their lives.
- Excellent interpersonal skills and confidence in communicating with Deaf British Sign Language (BSL) users and hard of hearing people. CfD will provide training for the successful candidate if they do not have BSL skills
- Good attention to detail

Desirable skills, knowledge and experience:

- Experience working with Deaf and hard of hearing people
- Knowledge of British Sign Language (CfD will provide training for the successful candidate if they do not have BSL skills)
- Experience of working, paid or unpaid, in or with communities, the disability sector or in the third sector
- Experience of taking minutes
- Knowledge of Health and Safety legislation and ability to carry out Health & Safety checks
- Experience using CRM databases

Things we expect all staff to support us with:

- Actively seek out opportunities for development and income generation
- Read, understand and adhere to CfD's policies and procedures
- Stay up to date with key developments in your specialist area
- Be willing to occasionally work evenings and weekends
- Participate in team-meetings and development days
- Be willing to travel across Bristol and occasionally further afield
- Represent CfD at local, regional and national meetings and events

In return, you will receive:

- Competitive pay and holiday allowance (25 days a year plus Bank Holidays pro-rata)
- Employee pension contributions
- A flexible working policy (Our core hours are 10.00 until 16.00 Mon to Fri)
- The opportunity to be part of a committed, skilled and supportive team
- Support to develop your skills further

To apply:

Please complete the CfD application form, including a covering letter outlining why you would like to join the organisation and how your skills, knowledge and experience match the criteria in the job description and send to office@cfid.org.uk by 12.00 noon on **Friday 20th September 2024**.

If you would like to discuss the role and the organisation, please contact Claire Muscat, Operations Manager, at office@cfid.org.uk in the first instance.

Interviews will be held on Thursday 3rd October 2024.