



Recruitment Pack

Deaf Hub

Administrator

June 2019

Moulton Community Centre,
Sandy Hill, Reedings, Moulton,
Northamptonshire, NN3 7AX

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Deaf Hub has an office based in Moulton, Northamptonshire and we are proud to say that we have exceeded in our expectations of growth and targets from our start in 2015. This success enables us to enter the next stage of our growth, and we are now advertising for the new position of an **Administrator**.

We are a small, hardworking and dedicated team, and the successful candidate will be as equally hard working as we are. They will be IT literate and able to demonstrate that they share our core values, and be able to get on with tasks autonomously and with common sense.

With such a demand for our services, it's important that the successful candidate can manage their time effectively and priorities appropriately- understanding the impact of the work we do and the impact it has on the community.

In this pack you will find information about Deaf Hub and a copy of the Job description.

If you require further information, please email the office, to apply, please send an up to date and relevant CV, alongside a comprehensive cover letter that is no more than 2 sides of A4. This should outline and demonstrate why you would be most suited to the post and your availability to when you can start work.

Applications will close on **15th July 09:00am** and successful applications at this stage will be contacted by email by the **22nd July**. If you have not been contacted by this date then applicants can assume that are not successful. We are unable to provide feedback at this stage to applicants.

Interviews and expected to take place on **Friday 26th July** and will consist of various parts that will be communicated to you on your interview letter. If you require special arrangements for your interview, you should make this clear on your cover letter.

We understand what people go through when applying for jobs and want to reassure applicants that the most important thing to us is that you are going to fit in well in our office environment, that you can communicate well with our internal and external stakeholders on the phone, face to face and in written formats, and that you can do the tasks required of the role effectively.



ABOUT DEAF HUB

Deaf Hub is a Not for Profit Organisation founded in 2014 with 3 core groups of activities that we refer to as our Three S's:

Support: Specialist independent advocacy information, advice and guidance consultancy

Signing: Interpreting Service, BSL courses, and Translation Services

Social: BSL Lunches, BSL Club, and Deaf events

Throughout all of our organisational planning, we ensure that we use the 3 S's and our core values to help us to prioritise our activities, and help with decision making to fit in with the ever-changing landscape of the community.

Our core values are:

Transparency: We are open with our belief that professionals should be paid market rates for their work and that this maintains the standards and successes of our organisation and the community. We uphold working practices and codes of ethics of all the areas we work and strive to make our policies and procedures as clear as possible.

Integrity: Our straightforward approach to services means that everyone can understand what to expect from us. We encourage people using our services to find what is the most appropriate course of action for their needs and are happy to work in conjunction with and signpost to other organisations.

Social Conscience: We have a 'can do' attitude to our work and truly believe that given the right tools Deaf and hard of hearing people can achieve parity with their hearing peers. By investing our income back into the organisation, we can continue to grow our services and engage with the community.

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JOB DESCRIPTION

Job Title: **Administrator**

Responsible to: **Directors**

Responsible for: The efficient and successful coordination of the organisation and its activities.

Hours: **20 hours (4 hours Monday to Friday)**

No overtime is paid but time off in lieu may be taken where appropriate. Occasional evening and weekend work may be required in this post.

Salary: **£8.21 per hour**

MAIN PURPOSE

This is a varied role, incorporating face to face hands on work, administration and organisation. The role is pivotal in ensuring the smooth and successful day-to-day running of the organisation. You will be responsible for quality customer service and effective administrative, IT and financial systems. The post holder will support the Directors to deliver the resources, services and projects to best meet the need and aspirations of the deaf community and the aims of the organisation.

MAIN RESPONSIBILITIES

Stakeholder contact

- This is a people orientated post, particularly with the deaf community and those who serve the community.
- You will be responsible for quality customer service, dealing with the daily requirements of the organisation, users, and bookings for our services.
- To be responsible for dealing sensitively, appropriately and confidentially with the range of complex and challenging issues presented by users.



Administration & IT

- To develop, update and maintain efficient and effective administrative and IT systems.
- To support the maintenance of the routine operational policies and procedures.
- To support the managers/directors in collating data for reports, ensuring all relevant information is collated and presented in an accessible, informative and interesting format.
- To support issues that may arise, including IT, and liaise with external support if required.
- Promote and publicise the organisations work through social and traditional media e.g. the website, social media, programmes, newsletters, press etc.
- Provide ideas, input and administrative support of specific projects as needed.
- To be responsible for dealing sensitively, appropriately and confidentially with the range of complex and challenging issues presented by users.

Service delivery and Promotion

- Support and actively promote services and maintain and develop positive relationships with clients, to encourage continuity and new bookings.
- Ensure that booking contracts are strictly adhered to.
- Support and complete bookings for the Centre and Interpreting services in a timely and accurate fashion.
- Work with our accountants to ensure all payments are collected, recorded, receipted and up to date.

Finance

- Undertake financial tasks such as petty cash payments, invoice preparation and payment, and other administrative tasks that as required by our accountants.
- Provide relevant financial and monitoring information to assist in fundraising and preparing grant bids and returns.

Human Resources

- To support projects with recruitment, induction and support of volunteers as required.
- To ensure all personnel both paid and voluntary have adequate records and ensure that these are updated regularly and stored appropriately.

Service and Project Development Management

- Assist and support the management in researching, developing and managing existing and projects and activities.
- Assist in the organisation of annual events such as open days, cultural and Christmas celebrations.

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Servicing Directors

- To assist with organising of meetings, ensuring all paperwork is prepared and sent out and minutes are taken and distributed as required.

Fundraising

- To work with fundraisers and assist in research and identification of relevant fundraising opportunities.
- Support fundraising activities
- Assist in the gathering of information and statistics that may be used in application forms.
- Monitor budgets from successful applications and keep records, statistics and information for funders reports.

General Duties

- To be a participatory staff team member and the Deaf community
- To attend staff team meetings, supervision, and training, when required.
- To occasionally assist with setting up and the put away of equipment and furniture.
- Ensure the office is tidy and filing stored correctly
- To comply with the requirements of the organisations policies and procedures.
- To undertake occasional evening/weekend work.
- To undertake other duties to further promote the objectives of the organisation, as directed by the Directors or Manager.
- To be an ambassador for the organisation acting with integrity, always.
- Any other duties required and deemed reasonable by the directors for this post.