



Registered charity 1150651

Helping children with disabilities and their families

A school for parents which helps parents to help their own children with cerebral palsy or other forms of motor and sensory impairment



Dear Applicant

**Re: Charity Support Assistant**

**(37 ½ hours per week, Term Time only plus 3 weeks)**

Thank you for your interest in the above position. I am pleased to enclose the following:

- Job Description
- Person Specification
- Application Form

If you would like to take the opportunity to visit Small Steps before submitting your application, please email your request to [info@smallsteps.org.uk](mailto:info@smallsteps.org.uk).

Please complete the application form in full and ensure you address the Person Specification criteria in your supporting statement. Please also provide details of 2 referees, one of whom should be your current or most recent employer. You should indicate on the form if you do not wish your referees to be contacted prior to interview, if shortlisted.

The successful applicant will be required to undertake a criminal record check via the Disclosure and Barring Service.

**Please note that CV's will not be accepted in place of the application form.**

Completed forms should be returned no later than **Friday 12<sup>th</sup> May 2017**.

More information about the charity can be found on our website: [www.smallsteps.org.uk](http://www.smallsteps.org.uk)

Thank you for your interest in this post and I look forward to receiving your application.

Yours faithfully

A handwritten signature in black ink, appearing to read "Anita Coppola".

Anita Coppola MBE  
Head of Small Steps



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**Job Title:** Charity Support Assistant  
**Reports To:** Marketing & Communications Manager

### **Job Description**

To maintain efficient administrative systems for the Charity and provide office and admin support to the Small Steps office team.

The post requires someone who enjoys keeping things in order and likes being part of a team. It is important that you have strong administrative and organisational skills and are flexible in order to meet the demands of this varied role. The person will need to be a good communicator, have a warm personable manner, remain positive, professional and show sensitivity and empathy when dealing with families who have a young disabled child.

### **Key Responsibilities**

1. To work closely with the Marketing and Communications Manager and provide administrative support to all Small Steps office staff as required
2. Develop and streamline admin processes, ensuring standards are maintained and improved
3. To use a variety of software packages such as Microsoft Word, Excel, Outlook, Access, to produce correspondence and documents; input accurate data into databases and other documents.

### **General Administrative Duties**

- General office duties such as; typing letters, laminating, shredding and filing
- To take responsibility for the collection, opening and distribution of all incoming and outgoing mail and deliveries
- Monitor incoming emails throughout the day and distribute/ action accordingly
- Answer incoming phone calls, take accurate messages and answer general enquiries appropriately
- Assisting with database updating, inputting of data and producing current family contact list
- Responsible for stock management, sourcing and ordering of resources, stationery and equipment for all staff/classroom and office.
- Assist with the preparation of fundraising resources for fundraising events, extra-curricular activities and other events
- To take an active part in the charity's external events
- Assist the Marketing and Communications Manager with the production of publicity materials such as; flyers, leaflets, posters etc.
- Assist with the administration and organisation of fundraising initiatives (e.g. Sainsbury's Active Kids scheme, Christmas fundraisers, raffles, calendars, bags, Christmas cards)
- Assist with the organisation of meetings, taking/circulating agendas and minutes
- To greet visitors and ensure they are signed in to and out of the visitors book
- Maintain the office desk diary
- Ensure the safety and security of the Foyer area is maintained and the space is kept tidy and welcoming
- Work with other team members to ensure Foyer noticeboard is accurate and up to date
- To assist in the preparation, collation and distribution of the annual report
- Maintain supplies of refreshments for children, families and visitors
- Write and send out invitations for Parents Evenings and supporters events and record RSVPs
- Maintain an up to date file of equipment warranties and manuals
- Keep an accurate record of data protection/permission forms and ethnicity monitoring forms from families

This job description is not intended to be complete or limiting and you may be asked to complete ad hoc tasks as requested by your manager.

## **Person Specification**

### **Qualifications & Training**

- An excellent standard of written and spoken English to GCSE or equivalent at Grade C or above.
- Maths GCSE or equivalent at Grade C or above
- Excellent IT skills including, Microsoft Word, Excel, Outlook and knowledge of databases.
- Proven experience in the necessary key skill areas.

### **Experience and key skills**

- Excellent interpersonal, written and verbal communication skills.
- Ability to work accurately with attention to detail.
- Experience of working in an office environment.
- Enthusiastic with a 'can do' attitude and real desire to add value.
- Proactive and self-motivated with good time management skills.
- IT literate – e.g. a good level of competence in Microsoft Word, Excel, Outlook, Access database.
- Show an understanding of the sensitivities of working with children with disabilities and their families.
- Financially aware – and comfortable working with numbers/figures.
- Understanding and ability to carry out the role in compliance with the Charity's Equal Opportunities Policy.

**Job Location: 166 Roehampton Lane, London, SW15 4HR**

*Small Steps reserves the right to reasonably amend or to add to this job description to accommodate any changes in the Charity and to change the location of the place of work.*