



Job description – Admin & Communications Officer

Purpose

To provide a comprehensive, efficient and confidential administration and communications support service to staff, volunteers and Management Committee of Hodan Somali Community, and to support the effective delivery of Hodan's strategic marketing and communications objectives.

Reports to: Director

Hours and place of work:

7.5 hours per week (0.2 FTE)

Fixed term from 1 November 2021 to 31 July 2022 (may be renewed, subject to funding)

Online and/or at the office of Hodan Somali Community in Ladbrooke Grove, London W10, as agreed with the Director on a week-by-week basis

Grade: London Living Wage (£24,939 p.a. pro rata)

Main duties and responsibilities

Administration

- Produce letters, reports and other documents to an agreed format
- Manage stocks of stationery and other printed supplies
- Ensure that information and data systems are regularly updated
- Assist Director and advice workers to prepare reports on progress for Trustees, funders and other appropriate organisations
- Working with others, comply with health and safety and security procedures
- Ensure maintenance and security of confidential client files and other records, electronic and paper, in accordance with Hodan Somali Community policies and procedures.

Communications

- Regularly update the Hodan website and social media accounts by creating and sharing content targeted at different audiences, including: (i) partner organisations, funders and other organisations that have a connection with, or may be interested in, Hodan's work; (ii) current and prospective volunteers; (iii) current and prospective supporters, and (iv) the general public.
- Regularly update the directory of organisations to whom Hodan can signpost or refer service users, as appropriate, if their needs cannot be met by members of the advice team (e.g., debt, immigration and other specialist advice providers)

- Create an electronic newsletter and distribute it to supporters
- Design and distribute flyers to raise awareness of Hodan's services and activities within the local community, when required

Other duties

- Undertake such other duties, training and/or hours of work as may be reasonably required contributing to the effective development of the service and the delivery of its services

Equal Opportunities

- To have due regards for the equal opportunity policy of the organisation at all times in the planning and execution of the duties of this job
- To adhere to the service aims, principles and policies of Hodan Somali Community.

This job description is not exhaustive but is provided to assist the post holder to know what their main duties are. It may be amended from time to time without change to the levels of responsibility appropriate to the grade of the post and in discussion with the post holder.

Person specification – required competencies

Competencies marked with an asterisk (*) are those that should be assessed during recruitment. The others may be viewed as targets to be met by the end of the probationary period or, where listed as ‘working towards’, as aspirational targets for the postholder to achieve at their own pace.

<u>Core Competencies</u>	
C1. Personal Effectiveness	Level 3 – Competent
C2. Self-Awareness and Self-Discipline	Level 3 – Competent*
C3. Interpersonal Skills	Level 3 – Competent* (working towards L4)
C4. Customer & Community Focus	Level 3 – Competent
C5. Organisational Awareness	Level 3 – Competent* (working towards L4)
C6. Health and Safety	Level 3 – Competent
C7. Equality and Diversity	Level 3 - Competent
C8. Managing Information	Level 3 - Competent* (working towards L4)
<u>Non-Core Competencies</u>	
N1. Leadership	Not applicable
N2. Programme & Project Management	Not applicable
N3. Fundraising & Contract Management	Not applicable
N4. Managing Risk	Not applicable
N5. Financial Management	Not applicable
N6. Managing Performance	Not applicable
N7. Managing & Developing People	Not applicable
N8. Analysis and Judgement	Level 3 – Competent
N9. Networking & Partnership-Building	Not applicable
N10. Interpreting & Translation (Somali)	Not applicable

Specific requirements – skills and experience

- An excellent command of the English language, including accurate spelling and grammar (Essential)
- Ability to use a variety of software and online platforms, including Microsoft Word, Microsoft Excel, WordPress, email and social media (Essential)
 - Ability to use specialist software for desktop publishing, graphic design, etc. (Desirable)
- Familiarity with Facebook and Twitter (Essential)

- Experience of using Facebook and/or Twitter in a professional capacity (Desirable)
- Familiarity with other social media platforms, such as Instagram, Snapchat and LinkedIn (Desirable)
- Ability to prioritise own workload to meet agreed deadlines (Essential)
- Ability to follow written procedures (Essential)
- Ability to work effectively in a team setting (Essential)
- Excellent communication skills and the ability to establish trust with vulnerable people (Essential)
- Ability to record, maintain and collate information (Essential)
- Extended DBS Check (Essential)

- Experience of working in a voluntary or community organisation (Desirable)
- Fluent in Somali and/or Arabic (Desirable)
- Understanding of issues affecting refugees/asylum seekers and the Somali or wider Black and Asian community (Desirable)