

PROJECTS AND COMMUNICATIONS OFFICER

<u>Responsible to:</u>	General Operations Manager
<u>Location:</u>	Sutton Vision office
<u>Hours of work:</u>	Part-time (16 hours/week)
<u>Salary:</u>	£25,000 FTE
<u>Annual leave:</u>	20 days per annum plus 3 days Christmas leave

Purpose of the role:

The purpose of this role is to provide administrative and organisational support to the Sutton Vision team with a specific focus on social media, marketing and communications.

Responsibilities:

1. Produce quarterly CONTACT magazine for editorial review, identifying content, writing articles and conducting interviews as agreed.
2. Organise print production and distribution of CONTACT (both online and by Royal Mail).
3. Ensure mailing lists, contact details and consent information on Lamp Light for communications is kept up to date.
4. Create and send regular mailchimp / e communications using content identified by the team.
5. Create, edit and upload website content.
6. Post and produce social media content for the organisation and monitor social media accounts.
7. Produce marketing materials and key documents including annual review / impact report.
8. Assist with logistical and administrative support of Sutton Vision's social groups and tech activities.
9. Support the development and delivery of Sutton Vision projects, community engagement, fundraising activities, and database review.

10. Evaluation support – survey monkey; testimonial's; case studies.
11. Monitor and respond to emails in shared inboxes.
12. Answer the telephone, take messages, and greet visitors to the office.
13. Liaise with contractors and suppliers and undertake other office management duties as directed by the General Operations Manager.
14. Provide support to other projects and undertake other tasks that may reasonably be required by the GOM.
15. Work in accordance with Sutton Vision policies and procedures.

This role description is a guide to the work you will be required to undertake and may be subject to alteration.

Person Specification

Essential Experience

- Experience in administrative duties and managing an office;
- Experience of negotiating with contractors and suppliers;
- Experience of writing for a variety of audiences;
- Experience of working across a broad range of media including digital, social and print;
- Successful organisation of events.

Desirable Experience

- Experience of working in the voluntary sector, and if possible, visual impairment sector.

Skills

- O365 Outlook, Word, Excel, Powerpoint (and accessibility features);
- Ability to write high quality articles, case studies and press releases for a variety of audiences;
- Ability to communicate effectively with a wide range of people, adapting style to suit the audience, and demonstrating empathy where appropriate;
- Excellent attention to detail and accuracy;
- Ability to work on own initiative and as part of a team;
- Effective written and oral communication skills;
- Good interpersonal skills;
- An understanding of, and sensitivity to, the needs of people with sight loss.

Qualifications

- A good standard of general education.

As a member of the Sutton Vision Family, you will:

- Live by the Sutton Vision values;
- Adhere to Sutton Vision policies and procedures;
- Strengthen/look out for the health, safety and well-being of all.

Our Values

1. **We put our people at the heart of everything we do:** We work directly with people affected by sight loss in a number of different ways. Providing quality information, advice, advocacy, social activities and tech training services are invaluable in helping blind and partially sighted people to thrive. All of these activities aim to combat isolation and improve mental health and wellbeing.
2. **We are here to help change perceptions:** We also inform and educate carers, family members and the public about the challenges faced by blind and partially sighted people in Sutton.
3. **We always work in partnership:** We work with St Hellier Hospital, ECLO, GPs, optical professionals, sensory impairment team, local and national voluntary organisations to ensure all our service delivery options are joined up.
4. **We believe lived experience should shape what we do:** We want our beneficiaries to actively shape our development.
5. **We believe monitoring, evaluation and learning should sit behind what we do:** We want to be at the forefront of outcome and impact reporting, to help shape the decisions we make.