



Telford & Wrekin
CVS
Involving, Inspiring, Supporting

Registered Office:
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MEDIA ASSISTANT - Permanent Position

About Telford & Wrekin CVS

Telford and Wrekin CVS aims to bring together organisations which are important in the life of the community so that they can work together effectively for the good of the area by:

- improving co-operation;
- expressing social needs;
- sharing information;
- helping to direct resources to areas of greatest need;
- promoting direct services;
- encouraging self-help.

It consists of representatives of voluntary and community organisations concerned with family welfare, disability, health, community affairs and amenities, together with representatives of the local authority and other statutory services.

It provides:

- Relevant information and support to voluntary and community organisations working across Telford.
- A variety of training to suit the needs of the voluntary and community sector.
- A recruitment and placement service for volunteers which also aims to develop good practice in volunteering, accredited by NCVO.
- Information and support to Parents/Carers of Children with Special Educational Needs.
- Information and support to Adult Carers and Young Carers.
- Information, advice and support to children and adults living with Autism.
- A Community Café

The CVS is affiliated to the National Association for Voluntary and Community Action (NAVCA), the National Council for Voluntary Organisations (NCVO).

Telford and Wrekin CVS is a registered charity delivering contracts on behalf of the local public authorities and various funding bodies.

About the job

The job requires an excellent attention to detail. We are seeking someone with a flare for design, an inquisitive mind and an ability to report factual information in a variety of innovative ways. You will need to understand the work of TWCVS and create a multi-agency response to reporting the differences the team make.

Post Title: Media Assistant

Responsible To: All Ages Carers Centre Manager

Job Purpose

It is important that the postholder is able to exercise initiative, work conscientiously and respect the confidentiality of information relating to clients and staff.

The Media Assistant must have confidence with working with professional colleagues from Education, Health, Social Care and the voluntary and community sector.

Main Duties and Responsibilities:

Access to services

Reaching clients across TWCVS projects provide on-going information, advice and support to evidence that communities are accessing service provision.

Digital innovation

- Creatively provide artistic innovation in digital platforms with an awareness of the variety of audiences receiving the information.
- Specific tasks will include regular maintenance and production of information for service newsletters, publicity literature, website updates and information boards.
- To assist in the promotion of the 'Digital Loan' Project and ensure that all equipment is recorded and monitored to include collection of loan equipment.
- Flexibility is vital due to social media features which may be urgent and planned dependent on the daily news to be promoted and news streams. It is essential to collaborate with other agencies to avoid duplication and always ensure professional integrity.

Promoting fundraising opportunities

Working with Service Managers as a key lead in TWCVS promotion of funding and publicity raising opportunities to include 'Twincl' community lottery, WATCH alarms and 'Just Giving' type platforms.

Events Co-Ordination

To assist Service Managers in the overseeing of event planning and administration of Telford & Wrekin CVS events. Types of tasks will include booking of organisational stands, attendees, creative activities and ensuring that the event is effectively organised for a successful day.

TWCVS service delivery, improvements & outcomes

- On a regular basis, work with Senior Managers to assist in producing innovative visual and narrative quarterly and annual reports which present and detail service data (adults and children) in the most effective way.
- The post holder will closely work with the Senior Managers to analyse the data to assess key trends and gaps arising as a result of the evaluation and monitoring.
- Assist in the meaningful engagement, consultation and events with clients and the public using a variety of creative formats.
- Support staff teams to provide information as creatively as possible to include case studies and demonstrate outcomes. Tools currently used are Triangle Consulting Ltd, Outcomes Star and Mind of My Own.
- To carry out other duties from time to time as appropriate.

The service operates a friendly, informal team. However, we aim to maintain the highest standards of service and efficiency. Experience of working in a small team in a busy office environment would, therefore, be an advantage.

Support, supervision and training, where necessary, will be provided.

Qualifications

Evidence of a solid general education is required together with GCSE A*-C / 9-4 or equivalent. Developed keyboard skills and advanced knowledge and ability to use Microsoft Office applications, i.e. Word, Excel, Outlook, Internet Explorer and an understanding or knowledge of Access are also critical.

Evidence of further education or training that would support your application.

Extracts from Conditions of Service

- The post is for 10 hours per week.
- Permanent Post
- Salary Scale: CVS D02
- Salary: £5,094 per annum (FTE: £18,341 per annum)
- Expenses of travel will be reimbursed.
- Holiday entitlement – 4 working weeks plus public bank holidays as agreed.
- Superannuation – eligible employees will be auto-enrolled into the Pensions Trust pension scheme. The employee may elect to opt out of this.
- The post holder may be required to undertake Enhanced Disclosure and Barring Service check. Where the post holder will work in contact with vulnerable adults, Telford and Wrekin CVS is entitled to ask exempted questions under the provisions of the Rehabilitation of Offenders Act 1974 Exemptions Order 1975 and will require an Enhanced Disclosure from the Disclosure and Barring Service before any appointment can be confirmed. Telford and Wrekin CVS complies completely with the DBS [Code of Practice](#); a copy of the code is available on request. Any criminal record shown on a disclosure will not necessarily be a bar to employment, any matter revealed will be discussed with the applicant before any offer of employment is withdrawn. Our

Recruitment of Ex-Offenders Policy is available on request. Information obtained from the DBS will not be used unfairly.

- The post holder may be required to complete a questionnaire to assess any health and safety workplace needs through the Local Authority’s Occupational Health Service.
- Normal office hours are between 9.00 am - 5.00 pm: Monday to Thursday; 9.00 am – 4.00 pm: Friday. “Out of Hours” work will be necessary. Time off in lieu can be arranged (overtime is not paid).
- The post holder will be based at Suite 12 & 15, Hazledine House, Central Square, Telford Centre, Telford, Shropshire, TF3 4JL but may be required to work at any of our premises from time to time, as well as working across the borough in local communities.

Further Information:

For an informal discussion contact Laura Thorogood, All Ages Carers Centre Manager, (01952) 916039 or email laura.thorogood@tandwcvcs.org.uk

For an application form, please contact Karen Morrow, HR Officer, on (01952) 916036 or email karen.morrow@tandwcvcs.org.uk

Closing Date: 3pm on Friday 20 May 2022

PERSON SPECIFICATION		
FACTOR	ESSENTIAL	DESIRABLE
Education/Training	<ul style="list-style-type: none"> • Evidence of a solid general education and GCSE English Language pass at A-C / 9-4 or equivalent is required along with advanced knowledge and the ability to use Microsoft Office applications, i.e. Word, Excel, Outlook, Internet Explorer and an understanding of Access. • Numerate. • Good standard of literacy. 	
Experience	<ul style="list-style-type: none"> • Experience of working within a team in a demanding environment. • Experience of facilitating group meetings 	
Skills, Abilities and Knowledge	<ul style="list-style-type: none"> • An eye to detail and excellence in designing literature • Excellent communication skills (verbal, written and 	<ul style="list-style-type: none"> • Knowledge of working with vulnerable children and adults.

	<p>digital) and the ability to work with a variety of audiences.</p> <ul style="list-style-type: none"> • The commitment and ability to develop positive relationships with customers, colleagues and external organisations. • Ability to input, analyse and enhance data platforms • Ability to work on own initiative, work well under pressure, prioritise work and manage time effectively either as part of a team or when lone working. • A good listener with the skills and qualities to engage, motivate and empower staff encouraging them to work positively with local services. • Understanding of the importance of confidentiality and the need to treat sensitive information in line with GDPR. • Friendly, approachable, caring, empathic, flexible, innovative, resourceful, reliable, responsible, methodical, non-judgmental, organised, assertive, tactful and decisive. • Ability to work effectively as part of a team within a framework of policies and procedures. 	
Equal Opportunities	<ul style="list-style-type: none"> • Able to demonstrate integration of equality and diversity into practice and service delivery. • Understanding of rights and issues in relation to adults 	
Personal Attributes	<ul style="list-style-type: none"> • A creative and proactive approach to all areas of work with a 'can do' attitude • Strong team working focus with a flexible and adaptable approach to meet the demands across the whole organisation • A strong ethos on passion and commitment- you will 	

	commit time, energy and will take personal responsibility for getting things done.	
Other Requirements	<ul style="list-style-type: none">• Willingness to work flexible hours, evenings and weekends.• Willingness to attend training and meetings.	