

Dear Candidate,

June 2018

### **Development Officer**

My name is Clare Richards and I am the Chief Executive of The ClementJames Centre. We are looking for a high-calibre candidate to join our staff team as Development Officer with the aptitude and ability to learn on the job. This is an ideal career step if you wish to have insight into the charity sector across a broad range of areas – from operational systems, to charity communications and funder requirements.

The ClementJames Centre is an award-winning charity that provides programmes that address underachievement and social exclusion. We support over 2,500 children, young people and adults each year, most at risk of failing to meet their potential to go onto higher education or employment, due to disadvantage. We have four main programmes:

- Employment Support - Helping people to gain meaningful and sustainable employment. We offer tailored advice and support, mentoring and work skills activities.
- Young People's Education - Helping young people to learn, flourish and achieve their potential. We provide academic support, mentoring, intensive literacy & numeracy support and aspirational activities.
- Adult Learning - Supporting adults to improve their English, Maths and ICT skills. We offer a wide range of Functional Skills courses and intensive literacy & numeracy support.
- Wellbeing & Support - Empowering people to overcome barriers and challenges and to engage with their own wellbeing. We do this through the provision of Information, Advice and Guidance, and wellbeing support and activities.

We are currently in the middle of an exciting 5-year expansion and development plan, and we are looking for a high-calibre candidate to join our team as Development Officer.

You will be responsible for completing a range of funder monitoring requirements, including written reports and electronic monitoring systems, provide administrative support to the senior leadership team, help with coordinating events, and take responsibility for the charity's marketing and communications. You will have completed an undergraduate degree, have excellent inter-personal, organisational and analytical skills, be able to demonstrate meticulous attention to detail, have excellent written skills and will be highly efficient. You will also have passion and enthusiasm for the mission of The ClementJames Centre.

The starting salary scale is £21,600 and in addition to all UK bank holidays we offer 25 days' annual leave (plus a discretionary 3 days at Christmas), a generous pension scheme (on successful completion of the probationary period); a loan towards travel card costs (subject to completion of probationary period) and opportunities for further training.

If you wish to apply, please email your application to [jobs@clementjames.org](mailto:jobs@clementjames.org) by 9am on **Thursday 12<sup>th</sup> July 2018**. If shortlisted, you will be invited to a selection day on **Tuesday 17<sup>th</sup> July 2018**. This post begins as soon as possible after recruitment. If you would like to find out further information about the charity do look on our website: [www.clementjames.org](http://www.clementjames.org). Thank you very much for your interest in this role and in our charity.

Yours sincerely

Clare Richards MBE  
**Chief Executive**

# Job Description and Person Specification



## Development Officer

PLACE OF WORK	95 Sirdar Road, London W11 4EQ
START DATE	July/August 2018 (flexible)
SALARY	£ 21,600 per annum
HOURS OF WORK	37.5 hours, Monday to Friday. Some additional weekend & unsocial hours will be required. Time off in lieu will be awarded in accordance with our policy document. The usual working hours for this post are 9.00am - 5.30pm.
HOLIDAY	25 days per annum + 8 Bank Holidays + a discretionary 3 days over Christmas + additional length-of-service entitlement.
MANAGEMENT	This position will be line-managed by the charity's Chief Operations Officer.
KEY SKILLS	Excellent analytical skills, excellent written English, extremely efficient organisation skills, and excellent communication skills.
TRAINING	There is an initial training/induction period and on-going training and support.
APPLICATION	By application form only; CVs are not an acceptable alternative.
CLOSING DATE	<b>9am, Thursday 12<sup>th</sup> July 2018.</b> We suggest applicants submit in good time because late applications will not be considered.
SELECTION PROCESS	<b>Tuesday 17<sup>th</sup> July 2018.</b>

This job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of his/her job. The ClementJames Centre is an evolving organisation and therefore changes to the employee's duties may be necessary from time to time.

## Who are we looking for?

The applicant must:

- Have completed an undergraduate degree
- Take pride in being supremely efficient, very well organised and on top of tasks
- Be someone who actively seeks solutions to problems
- Be self-motivated with a positive attitude and able to work flexibly
- Be able to analyse and summarise information clearly and accurately
- Have excellent interpersonal skills, patience and be able to communicate effectively with a broad range of people – from users of our programmes to trustees and funders
- Be prepared to roll up their sleeves as part of a small team and undertake detailed tasks as well as having an eye for the broader needs of the charity
- Be highly resourceful and able to learn very quickly
- Have exceptional communication skills with the ability to write very high-quality copy in a range of different styles for different audiences and be an excellent proof-reader
- Be highly computer literate, conversant with Microsoft Word and Excel, ideally with experience of using databases, and able to quickly learn how our databases function
- Have a good eye for creating pleasing and powerful visual content
- Ideally have some experience managing Wordpress websites and using basic graphic design tools and programmes
- Be able to work very effectively under pressure, meet tight deadlines, prioritise and pay excellent attention to detail
- Be able to demonstrate flexibility and commitment to taking a full and active part in the life of The ClementJames Centre, adapting to and managing change

## What will your main duties be?

- To be responsible for funder monitoring requirements, including the completion of monthly, quarterly or annual reports and electronic monitoring systems for specific funders
- To support the delivery teams with user enrolment and recruitment, and to provide database support at peak times
- To provide executive administrative support to the SLT in relation to the general smooth running of the charity
- To answer the phone and respond to queries for a total of two days a week (times flexible)
- To work with the staff team to coordinate events when necessary
- To be responsible for the charity's social media including: updating Twitter and Facebook; keeping track of social media developments and increasing our number of followers
- To maintain and update the content of the charity's website (Wordpress), including regularly updating news posts and case studies
- To develop external communications including the quarterly email newsletter and maintain the charity's mailing list
- To create and disseminate press releases and actively develop and maintain relationships with local press outlets and journalists
- To work with the Chief Operations Officer and Fundraising Manager to create the annual impact report, and to liaise with the charity's graphic design and printing suppliers
- To work with the staff team to design all other marketing material, such as leaflets and flyers advertising the charity's programmes, Christmas cards, event invitations and displays
- To regularly take photographs of the charity's activities and maintain a photo database, and to coordinate photo shoots with professional photographers when necessary
- To undertake any task that may be requested from time to time that may or may not be consistent with the nature and scope of this post

## What support will you receive?

Our staff are supported from the moment they are appointed. If you are successful, you'll embark upon a programme of support from day one, with weekly reviews and an intensive in-house training programme.

## What will the training and induction programme involve?

The initial induction programme includes:

- A weekly review meeting for the first four weeks
- A handover from the existing member of staff
- Regular meetings with your Line Manager
- Opportunities to see the programmes being delivered
- An introduction to the charity, its values, its governance and its expansion strategy
- An introduction to the parish
- An introduction to how the main office works
- Specific training sessions relevant to your role – delivered both in-house and externally
- Phase one of Investors in Excellence, a three day course designed by the Pacific Institute and be delivered internally within the charity

## Further professional development

After the initial induction and training period there is then an on-going training programme over the following 12 months which includes:

- Phase two of Investors in Excellence (two days) An annual whole team challenge
- Further specific training sessions relevant to your role delivered externally as available

Continuing training opportunities are then provided as appropriate.