



COMMUNITY

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Job Advertisement

Job Title:	Community CSW/Administrator
Location:	Central London
Salary:	£27,352 - £31,000 (Dependent on level and experience)
Accountable to:	Head of Remark! Community
Hours:	FT Monday - Friday 40hpw with weekend work required

Applying:

Remark! Community is an Equal Opportunities Employer (EOE)

If you are interested in this role, please email your covering letter including salary expectations and CV to:

Annie O'Shea - annie.oshea@remark.uk.com

Deadline: Monday 20th May 2024

About Remark! Community

Remark! Community is a Deaf-led charity set up in 2010 to support the Deaf community. Our aim is to reduce isolation and maintain independence and equality for the Deaf community. We work mainly with older people and children/youths.

We are a busy bunch and are hugely passionate about what we do.

Overall Purpose of the Job

We are looking for an individual who has experience of working in the charity sector, particularly grant writing, report writing and statistics collection. You will also be required to interpret important phone calls linked to potential funding, reviews linked to progress of grants and end of grant reports.



The successful candidate will have an excellent command of the English language. They will be able to convey complex concepts from BSL (or from basic English) into eloquent and articulate written reports.

Principal Accountabilities

1. Provide timely and accurate communication support including:
 - Interpreting and voice-over when required
 - Interpreting telephone calls
 - Note taking
 - Written English support (a high level of English proficiency is required)
 - Providing advocacy for Deaf members of the community

2. Ensure effective administration of responsible services including:
 - Be a member of front-line staff, greeting members and answering telephone enquiries
 - Deal with general enquiries or re-direct enquiries as necessary, ensuring that phones are answered within 3 rings and all email enquiries are acknowledged or resolved within 24 days/hours
 - Responding to clients' needs in order to minimise complaints or settle these promptly

3. Contribute to the effective running of all of Remark! Community including:
 - Maintain professional standards of practice and abide by Remark Community's internal policies and procedures
 - Plan ahead and shape Remark! Community to attract, recruit and retain members
 - Produce written documents to a high standard, including letters, reports, funding applications.
 - Liaise with members and other organisations related to the delivery of our work

4. Support colleagues in other teams to deliver their projects e.g. translating, transcription, interpreting and support with language, and any other duties appropriate to the grade and nature of this post

5. Undertake any other duties as reasonably requested

Person specification

Essential

- Experience of working in an office environment with excellent administration skills
- Be numerically literate and have an excellent grasp of written English including:
 - Ability to be able to edit and polish basic written English (by Deaf staff) to a high professional standard
 - Display confidence in report and grant writing
- Possess excellent computer skills
- Personable character
- Be qualified to a minimum Level 2 Certificate in BSL, with the intention of training up to BSL Level 6
- Ability to engage and communicate with diverse audiences
- Ability to inspire and lead by example in shaping a positive and thriving motivational working culture across Remark! Community
- Ability to work under pressure, manage time, team resources, priorities and budgets to best possible outcomes
- Be highly efficient and able to problem solve

Desirable

- Experience in providing Communication Support to a number of Deaf staff who work in different ways
- Experience in working with Deaf people in a Deaf environment
- A good standard of education (either successful in Further Education or completed Higher Education)
- Level 6 in BSL

Why work for Remark!?

- Private Vitality Health Insurance - we have fantastic cover that includes Dental, Eye, Ear, Physio, Online GPs, mental health services, health check-ups and much more; we have a multi-tier policy so the longer you work for us the more comprehensive your cover.
- Free BSL training and workshops (T&C's apply)
- Two days out per year for our Summer and Christmas events as well as many social activities throughout the year
- Cycle to work scheme
- Travel loans
- Company pension with a reward scheme – Smart Pension

- A gift voucher and cake on your birthday!