

Job Description: Communications and Events Administrator

Reports to:	Communications, Membership and Events Co-ordinator
Grade:	£30,837 per annum (including London Weighting) Pro-rata. Actual Salary £15,419 per annum
Part time:	0.5 FTE. Flexible hours to be agreed. Fixed term for twelve months (End Date 30/09/21).

The Association of Directors of Adults Social Services (ADASS) is a charity. Our objectives include:

- Furthering comprehensive, equitable, social policies and plans which reflect and shape the economic and social environment of the time
- Furthering the interests of those who need social care services regardless of their backgrounds and status
- Promoting high standards of social care services

Our members are current and former directors of adult care or social services and their senior staff including Principal Social Workers (PSW)s.

Job Purpose:

To provide a range of administrative support for the Association of Directors of Adult Social Services (ADASS), to deliver an effective media relationship service, support to trustees and members, and for conferences and events. To support the development and delivery of ADASS communications, internally and externally. This will involve focusing on traditional, social media and digital content, virtual working, collaboration and events.

Core Accountabilities:

1. To support the staff and trustees to develop and deliver proactive and responsive communications and events;
2. To manage communications to and from journalists and other key stakeholders;
3. To implement new systems and processes to support our internal and external communications activity and maintain and develop our existing media and social media channels;
4. To produce and help draft written content and resources;
5. To support the team in the creation of engaging digital content in line with ADASS branding and the ADASS communications and public affairs strategy;
6. To support the delivery of the ADASS events programme.

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Specific Accountabilities:

1. To support ADASS to increase awareness of adult social care, and the strategy, direction and core messages within ADASS;
2. To act as a first point of contact for the ADASS media and events inboxes, taking essential information and ensuring timely, professional and effective responses are delivered from the team and trustees;
3. To respond to enquiries from journalists, taking essential information, and organising briefings from the team and the presence of the President and trustees at interviews for broadcast media;
4. To ensure that press releases, other media content and member communications are signed off and go out in a timely and effective fashion;
5. To ensure that interactions with stakeholders, partners, journalists, and impressions from ADASS publications are properly recorded and stored within the ADASS database;
6. To support website postings, social media accounts and the use of customer relationship management software, updating content and ensuring compliance with relevant statutes and best practice;
7. To exploit existing and implement new ways of communicating and collaborative working with the staff team, members, ADASS networks, stakeholders and the wider public, providing training, support and guidance as necessary and appropriate;
8. To support the annual members conference (Spring Seminar) and any other ADASS virtual and in-person events. To support ADASS' input into events run by other organisations;
9. To identify, prioritise and respond to sector issues, campaigns, queries and other matters on behalf of Trustees;
10. To attend ADASS events, compiling and issuing papers, taking relevant notes and ensuring follow up action is taken as required.

Other Duties

11. Adhere to the Association's Equality and Diversity policy in all activities and actively promote equality of opportunity wherever possible;
12. Be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act (1974) and relevant legislative directives;
13. Work in accordance with the Data Protection Act, General Data Protection Regulations and any other data protection and intellectual property legislation;
14. Be aware of, comply with and contribute to the development and review of the ADASS Code of Conduct and other ADASS policies;
15. Commitment to ADASS's values and charitable objectives;
16. Undertake such other duties as may be reasonably expected.

Person Specification: Communications and Events Administrator

Applicants for this post must be able to demonstrate the following knowledge, skills and experience.

Qualifications and Experience

1. A good knowledge of office systems and procedures which has been gained from at least two years' previous administrative experience;
2. Experience of communications in a variety of media and social media, and of responding at pace to internal and external communications;
3. Experience of arranging events, webinars and seminars;
4. Experience of producing a high standard of written work including web postings, records of meetings, reports, emails and letters.

Skills and Abilities

5. Good IT skills, including well developed ability to use Word, Excel, PowerPoint, Access and Outlook. The ability or aptitude to undertake intranet/electronic publishing input;
6. Experienced in using email systems such as Mailchimp, as well as online survey development systems such as Survey Monkey;
7. Experienced with Customer Relationship Management systems (such as Salesforce) and Content Management Systems (such as Wordpress);
8. Experienced with using digital content platforms and software, such as the Adobe Suite and other online or offline digital editing tools;
9. Good oral and written communications skills;
10. Excellent organisational abilities, including the ability to take initiatives, prioritise your own work to meet deadlines and project milestones, and a concern for order and accuracy;
11. Good interpersonal skills, particularly the ability to deal effectively and courteously with staff, members, journalist, senior people, visitors and partner organisations in order to provide a good level of customer care and partnership working;
12. Good numeracy skills;
13. The ability to work with a small, committed and very talented team.

Knowledge

14. An understanding of the role of ADASS and work carried out, or the ability to quickly acquire this understanding.

Personal Characteristics

15. Ability to work as part of a team and a flexible approach in order to adapt to changing project and work requirements. A 'can do' attitude;
16. Tact and sensitivity in progress chasing and dealing with difficult queries;
17. Understanding of political sensitivities.

How to Apply

Please email a copy of your most recent CV and a Cover Letter explaining why you would be a good fit for this role to [Letizia Mattanza](#). Applications will be reviewed on a rolling basis until the position is filled.