



IT & COMMUNICATIONS OFFICER JOB DESCRIPTION

JOB TITLE:	IT & Communications Officer
REPORTS TO:	Chief Operating Officer
HOURS OF WORK:	Full-time (35 hours)
LOCATION:	35 Hendon Lane, Finchley, London N3 1RT (with the possibility of some working from home or at other Barnet sites, where appropriate)

MAJOR DUTIES AND RESPONSIBILITIES

- To support the Chief Operating Officer in providing effective communications, IT, and administrative support to all staff and volunteers working for Barnet Mencap on a day-to-day basis
- To act as the public voice of Barnet Mencap through our website, social media, and other channels

Communications and IT

- To keep the Barnet Mencap website up to date and maintain its effective use
- To post and produce social media content for the organisation, and monitor our social media accounts, as directed by the Chief Operating Officer. Continue our ongoing digital campaigns.
- To assist in the design and production of flyers, newsletters, presentations, calendars, easy-read and other materials under the direction of colleagues from different teams
- To update and develop the CRM database, CharityLog, alongside the Managers, to run regular monitoring reports
- General IT troubleshooting and support for staff and volunteers
- Support and advise staff regarding data management
- To be the main point of contact with the external IT provider and other external Communications/IT stakeholders
- Identifying and procuring IT hardware and software

- Create and manage user accounts for Office 365 and have an understanding of Power Automate
- Provision, management and operation of mobile devices and VoIP through Miradore and 3CX
- Prepare Annual Reports and help in organising the Annual General Meeting
- Promotion of our Membership Drive
- To provide professional and friendly service to people with learning disabilities and/or Autism, their families, professionals, and anybody else who gets in touch with Barnet Mencap by email, telephone, or in person.
- Collaborate with the fundraising team in reaching out to corporate partners and be an active part of the marketing team.

Administration

- To monitor and respond to emails in shared inboxes in a timely manner
- To help organise events, printing of promotional materials – planned and ad hoc.
- To answer the telephone and take messages where required
- Assist with the onboarding of new staff
- To greet visitors to the office, assist with payments
- To allocate work to and support office volunteers alongside other office staff
- To follow Barnet Mencap's policies (particularly confidentiality, data protection, AI and safeguarding)
- To assist the Chief Operating Officer generally as required

EQUALITY, DIVERSITY & INCLUSION

- To actively promote equality, diversity, and inclusion policies and anti-discriminatory practices always.

PROMOTION OF SERVICE

- To develop links with the community and other organisations; and promote positive images of people with learning disabilities and/or Autism.

- To perform the role in a way that furthers the values of the organisation with reference to equal access and opportunity and quality of service provided.

GENERAL

The duties and responsibilities of this post may change over a period of time. Only significant additional duties or responsibilities as required by the Chief Executive will lead to re-evaluation of the post