



Job Pack: Digital Content Officer– SEND: Helpline/IAS Team

Thank you for your interest in working for Contact. The job pack consists of the following documents:

- Guidance Notes
- Job Benefits Details
- Equal Opportunities Monitoring Form
- About Contact and the Role
- Job Description/Person Specification

The closing date for applications is:

Interviews will be held on:

Please return a completed application form along with an equal opportunities monitoring form by the date stated above.

It would be really helpful if you could save your documents in the following format 'yoursurnameappform.doc' and 'yoursurnameequalopps.doc'. This is so that we can identify them easily in a group of applications and cut down on the processing time in sending them to the panel.

If you do not hear from us by the interview date it does mean that we have not been able to include you on our shortlist.

Completed applications should be emailed to: hr.team@contact.org.uk

Guidance Notes for Applicants

Filling in the application form

- Please complete all parts of the application form. (**CVs will not be accepted in place of an application form**).
- Show clearly how your experience, knowledge, skills and abilities are relevant to the requirements of the person specification.
- Give full details of your duties in your present or most recent job. This may be a voluntary role. Do not miss out experience gained in previous jobs but select the most relevant points. Also include details of any skills or experience gained from voluntary, committee or community work, etc.
- Use extra sheets if necessary, noting your name and the post you have applied for at the top of each sheet.
- Check the closing date to allow time for your application to reach us.
- We suggest you keep a copy of your completed application.
- Contact does not usually acknowledge receipt of application forms unless specifically requested and a stamped, self-addressed envelope is enclosed. **Please note that if you have not been contacted by the advertised interview date then unfortunately you have not been successful in your application.**

Short-listing

When short-listing we will be looking for evidence that you have the knowledge, experience, skills and abilities to do the job as detailed in the job description and person specification. These provide the essential criteria against which your application will be assessed. The short-listing panel will not have access to the monitoring details you provide.

Disabled candidates

Contact welcomes applications from disabled candidates. Please make us aware of any reasonable adjustments we may need to make for you as a disabled person and particularly address any special requirements you may have if you are invited for interview.

Equal Opportunities Monitoring

For statistical purposes please complete and return the monitoring form. As stated above the form will be detached from your application form before the short-listing exercise.

Criminal Record Declaration and the Criminal Records Bureau & Central Registered Body in Scotland Disclosure Service

The declaration must be completed. Contact is an organisation that provides services for families of children with disability. You will appreciate therefore, that Contact must be particularly careful to enquire into the character and background of applicants for appointments to posts that (a) involve contact with children or supervise those who have

contact with children, (b) who are in positions of trust and influence and (c) who, by virtue of the authority and responsibility inherent in the post they hold, might be expected to be positively suitable to work with children. Seeking this information is not, in anyway, to reflect upon applicants' integrity but is necessary to protect the vulnerable and to assist us in making safe recruitment decisions.

If you wish to check any aspect of this, further details are available on the DBS website www.dbs.gov.uk or their DBS information line 0870 909 0811. The declaration form is not part of the short-listing process.

We aim to make the application process as straightforward as possible. If you have any further questions regarding your application, the Disclosure or monitoring processes, or require any further general guidance or information about Contact please contact a member of our Human Resources Department - hr.team@contact.org.uk

Thank you for applying to Contact.

Job Benefits Details

Contract

- Fixed term, currently funded until 31 March 2027.

Salary

Scale 26 – 30

Scale point 26

£32,168.00 FTE

£12,867.20 – actual (14 hours a week), plus £26.00 a month, home working allowance.

Annual Leave

- 25 days pro rata per annum plus one extra day for each completed year of service up to a maximum of 30 days after five years' service. Holiday year runs January – December.

Concession Leave

- 3 days a year for the period of office closure between Christmas and New Year. Pro rata for part time employees.

Hours of Work and Place of Work

- 14 hours a week, between 9am to 5pm.
- Requirement to work Tuesday morning – due to team meeting.
- Home based UK.

Pension Scheme

- Auto-enrolment pension scheme. Matched contribution rate for employee and employer of up to 5%.

Employee Assistance Programme

- Covering employees and their families, a full EAP free counselling service is provided through Health Assured.

Season Ticket Loan

- Yearly season ticket purchase available after six months satisfactory service, repayable over a ten-month period.

**Contact
Equal Opportunity Monitoring Form**

The completion of this form is voluntary, but the information it contains helps us to monitor and improve our equal opportunities policies and procedures. **This sheet is removed from the application form before the short-listing process, thus ensuring that all short-listing is based on merit.**

1. Full Name:	
2. Job Applied For:	
3. Date of Birth	4. Marital Status
5. Gender: Male / Female (delete as appropriate)	6. Nationality:

7. I belong to the following ethnic grouping: (tick as appropriate)

A: White A1: British A2: Irish A3: Any other white background (please specify)	B: Of Mixed Race: B1: White and Black Caribbean B2: White and Black African B3: White and Asian B4: Any other mixed background (please specify)
C: Asian or Asian British: E1: Indian E2: Pakistani E3: Bangladeshi E4: Any other Asian background (please specify)	D: Black or Black British: D1: Caribbean D2: African D3: Any other black background (please specify)
E: Chinese:	F: Any other ethnic group (please specify)

Please note that Contact is committed to making reasonable adjustments to allow candidates with a disability to meet the requirements of the role.

8. Do you consider yourself to have a disability? Yes / No
9. Do you have any disability for which special arrangements should be made, either in an Interview or employment situation.

If so, please specify the nature of the disability and your requirements:

10. Are you a parent carer of a child under the age of 18: Yes / No

I understand that this information may be stored and processed as part of the Contact Monitoring of equal opportunities and I give my consent to my details to be used for this purpose.

Signed: **Date:**

About Contact and the Role

About Contact

Contact is a UK-wide registered charity, established in 1979 to support families whose children have a disability. Contact improves the lives of all families with disabled children. With them, we transform their lives, break down barriers and tackle disadvantage through ambitious, collaborative and innovative work. We make a real and lasting impact and are a force for positive change.

Contact has a head office in Islington, Central London, local project offices in some London boroughs and home-based staff and volunteers across the UK.

Our national advice, information and support service

Contact has a range of advice and information resources, and digital content including education, benefits and finances, childcare, social care, diagnosis, medical information and more.

Our helpline

Contact provides a free national helpline for parents of disabled children offering advice and information on the issues affecting their daily lives including advice on education, benefits, health and social care. The Helpline holds the Helpline Partnership Quality Standard.

Our national programmes

Contact runs a range of programmes across the UK, including information sessions, workshops, drop-ins in specialist children's hospitals.

Campaigns and research

Contact campaigns with families to remove the barriers they face every day and conduct research, so we understand the scale of the issues families face.

Parent carer participation

Contact is the Department for Education's parent carer participation delivery partner in England, helping parents work together with professionals to make improvements to local services.

Job Description

Job Title:	Digital Content Officer – SEND
Responsible To:	Senior Parent Adviser - SEND
Team Membership:	Helpline/IAS- (Information, Advice and Family Support Directorate)
Hours:	14 hours a week
Salary scale:	NJC scale 26 Scale point 26
Salary:	£32,168.00 FTE £12,867.20 – actual (14 hours a week) plus £26.00 a month home working allowance
Contract:	Fixed – until 31 March 2027
Location:	Home based - UK
Job Purpose:	To write engaging plain English website copy on SEND law and related education law matters in England. To help ensure the provision of quality information, advice and support to parent carers.
Main Duties:	<p>To write quality plain English copy for the Contact website.</p> <p>To review, edit and update existing SEND and education related copy on the Contact website.</p> <p>To work with the education helpline team to identify and prioritise the information and advice needs of parent advisers and parent carers.</p> <p>To write and develop content to respond to common SEND and related education law concerns of parent carers.</p> <p>To help ensure our information and advice reaches more families by working with the comms team to promote our IAS through social media, and digital channels.</p> <p>To build positive working relationships with colleagues, contributing to a culture of mutual respect, trust, and shared responsibility.</p> <p>To respect diverse experiences and perspectives within the team and contribute constructively to problem-solving and decision-making.</p> <p>Demonstrates awareness of education legislation, statutory guidance, and good practice in England.</p>

	<p>A commitment to the provision of quality information and advice.</p>
<p>General duties</p>	<p>In common with all Contact staff, the post holder will be expected to work in accordance with the aims of Contact and to observe the policy and procedures set out by the directors of the charity.</p> <p>The post holder will be expected to assist with any reasonable duty at the request of the line manager for the post.</p> <p>Staff will be expected to attend and participate in Contact staff meetings and the staff annual conference.</p> <p>Staff will be expected to attend training events relevant to their specific responsibilities.</p> <p>Staff will be offered supervision, support and annual reviews incorporating their training needs.</p>

Contact

Person Specification

The person appointed will be expected to have the key essential skills, knowledge and experience listed below and support Contact values.

Job Title:	Digital Content Officer – SEND
Experience	<ul style="list-style-type: none">• Experience of writing, editing and proofreading copy to a deadline.• Experience of using website CMS (WordPress).• Experience of writing website content, for a range of audiences.• Experience of sharing information via digital channels including social media, and email newsletters.• Experience of writing video/podcast scripts.• Experience of working in and contributing to a team to ensure service delivery.
Knowledge	<ul style="list-style-type: none">• Good knowledge and experience of digital information work.• Practical understanding of SEND law in England, particularly Part 3 of the Children and Families Act 2014, alongside a working knowledge of the SEND Code of Practice (2015).• A good understanding of key education issues relating to Special Educational Needs and Disabilities (SEND)• Excellent written English, spelling, grammar and punctuation.
Skills	<ul style="list-style-type: none">• Ability to prioritise tasks, manage own workload and meet deadlines.• Ability to work collaboratively to produce high quality online information and advice.• Accuracy and attention to detail.
Contact's Values	<p>Families at our Heart</p> <ul style="list-style-type: none">• We are passionate in supporting families to fulfil their potential.• We genuinely care about each other and the families we support. <p>Trusted</p> <ul style="list-style-type: none">• We trust each other to do the right thing.• We treat each other with dignity and respect.

	<p>Empowering</p> <ul style="list-style-type: none">• We are non-judgemental and inclusive.• We support and encourage each other to take positive action. <p>Bold</p> <ul style="list-style-type: none">• We are ambitious about what we can achieve together.• We are determined and driven in everything we do.
--	---

This is a description of the job as it currently stands. It is the practice of the organisation to periodically examine job descriptions (especially during the appraisal process) and to update them to ensure that they relate to the role as it is being performed, or to incorporate whatever changes are being proposed. This process is generally carried out at supervision or appraisal meetings. You will therefore be expected to participate fully in such discussions with your line manager and to help rewrite your job description to bring it up to date if this is considered necessary or desirable. It is the organisation's aim to reach agreement on reasonable changes, but if agreement is not possible, the organisation reserves the right to insist on changes to your job description after full consultation with you.