

# LISTENING BOOKS

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## **Job Description and Person Specification**

<b>Job Title:</b>	<b>Membership and Recruitment Administrator</b>
<b>Reporting to:</b>	<b>Development and Operations Deputy Manager</b>
<b>Working Hours:</b>	This is a full-time position at 35 hours per week, Monday to Friday, 9am to 5pm, with one hour for lunch. The above hours are the normal office hours, but the post holder may from time to time need to undertake some aspects of the post outside the normal office hours for which time off in lieu will be given.
<b>Purpose of Job:</b>	To provide administrative support to the charity and undertake the recruitment and retention of its sponsored members.
<b>Salary:</b>	£25,000 per annum
<b>Benefits:</b>	Listening Books runs a matched contributions pension scheme up to a maximum of 8% of an employee's (gross) salary. We also offer an interest free travel loan for eligible employees and paid sight tests. You will receive 20 days paid holiday (pro-rata), in addition to bank holidays, and this will rise on length of service.

## **Main Duties**

1. To recruit new service users to our free audiobook membership programme, allocating funding to eligible new and renewing sponsored members, helping to meet our funding requirements and expand the charity's membership base.
2. To build and develop relationships with contacts in various disability charities, educational centres and other relevant groups and organisations around the UK.
3. To represent Listening Books at exhibitions and other relevant meetings around the UK from time-to-time to promote the charity, including giving demonstrations of the service.
4. To contact renewing individual and organisational members with the intention of retaining as many as possible and encouraging their use of the audiobook service.
5. To be responsible for answering the main office telephone line between 9am-5pm, except for one hour for lunch.
6. To carry out other administrative duties including: opening incoming post, dealing with any returned mail (via post and email), being responsible for the main info@ email account, making orders, arranging travel and couriers as required.
7. To organise and mail members with various membership information letters.
8. To assist with membership duties including cancelling members and sending out renewal notifications.
9. To obtain permission to use members' quotes in marketing materials.
10. To organise catering for meetings.
11. To assist with various membership services duties when required.
12. To undertake such other duties and responsibilities as may be reasonably required in a small charity where flexibility is essential.
13. To work in a way that ensures a safe working environment and the health and safety of the staff and other occupants of the building.
14. To work in a way that ensures the security and confidentiality of all personal data processed by Listening Books.

## **Person Specification**

### **Essential**

1. Excellent interpersonal and communication skills (both written and verbal) when dealing with a wide range of people.
2. Research skills to utilise the internet and other means to identify new sources of eligible members who would benefit from Listening Books' services.
3. Excellent organisational skills with the ability to effectively and proactively prioritise own workload to meet deadlines.
4. Experience of working in an office environment.
5. A good working knowledge of Microsoft Office applications including Excel, Word and Outlook.
6. Excellent attention to detail and accuracy.
7. A willingness to occasionally travel to represent Listening Books at various locations throughout the UK.
8. Strong commitment to Listening Books' mission and a desire to help it achieve its aims and ideals.

### **Desirable**

1. Experience of working or volunteering in the charity or disability sector.
2. 3 A-Levels (grade A-C). An undergraduate degree is an advantage.
3. A keen interest in literature.

## **Diversity Policy**

It is the charity's intention that all (part-time and full-time, as well as temporary, permanent and fixed term staff) employees (and job applicants) should have an equal chance of advancement, access to opportunity, and the training necessary to that end. All employees will be recruited, promoted, transferred and trained on the basis of ability, job requirement and fitness for the job, as defined in the person specification and job description. All reasonable facilities will be provided for employees with disabilities to pursue their careers without difficulty or disadvantage. Listening Books will meet its obligations under disability discrimination legislation.

You must be willing to show commitment to the charity's diversity policy.

### **To Apply:**

Please email your CV and cover letter (which **must** detail how your skills and experience meet the person specification and why you are interested in the position at Listening Books) to Claire Teasell at [cteachell@listening-books.org.uk](mailto:cteachell@listening-books.org.uk), or by post to Listening Books, The Foundry, 17 Oval Way, London, SE11 5RR.

The closing date for this position is **Monday 3<sup>rd</sup> June at 23:59**.

All appointments are subject to two satisfactory references, including a previous employer, evidence of the right to work in the UK and a basic DBS check.

Please note that only candidates shortlisted for interview will be notified.

**Privacy notice:** Details of unsuccessful applications will be held on record under the lawful basis of Listening Books' legitimate business interests for a period of 6 months before being securely destroyed.