



## Job Title: Bexley Voice Operations Coordinator

	Essential	Desirable
<b>Job Related Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>• Team management skills</li> <li>• Able to work independently and proactively, making appropriate decisions.</li> <li>• Strong team player/leader – able to work collaboratively</li> <li>• Effective time management</li> <li>• Strong IT skills (word/excel/power point)</li> <li>• Confident presentation skills to a wide range of people</li> <li>• Good report writing skills (to a range of audiences)</li> <li>• Analytical ability/use of statistics</li> <li>• Good Record Keeping skills/use of databases</li> <li>• Excellent organisational skills/ability to prioritise work appropriately, attending to detail and meeting deadlines</li> <li>• Excellent listening and oral communication skills, including providing positive and negative feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of SEND Reforms/Bexley SEND Statutory Services/3rd sector support available/Bexley's Local Offer</li> <li>• Confident, helpful and professional telephone manner</li> <li>• Use of on-line meeting tools such as Zoom/Teams etc.</li> <li>• Ability to research training materials, develop and deliver workshops</li> </ul>
<b>Experience of</b>	<ul style="list-style-type: none"> <li>• Working in a framework of confidentiality with access to sensitive personal data</li> <li>• Planning a programme of events/activities/large project, working with parents, carers and professionals</li> <li>• Meeting targets and deadlines</li> <li>• Developing, delivery of and or Facilitating training/workshops</li> <li>• Working independently, ability to work proactively, making appropriate decisions whilst prioritising workload.</li> <li>• Leading a small team (including volunteers) and being a strong team player.</li> </ul>	<ul style="list-style-type: none"> <li>• Working with/supporting Parent/Carers or other vulnerable groups (developing and maintaining relationships)</li> <li>• Working with Social Workers, Health Professionals, senior LA officers and colleagues from other voluntary/statutory teams etc.</li> <li>• Dealing with Issues and concerns that affect families who have disabled children.</li> <li>• Chairing meetings or attending at a strategic level as group representative</li> <li>• Volunteering of any kind</li> <li>• Completing successful funding applications and effective monitoring of grants</li> </ul>

# Person Specification



		<ul style="list-style-type: none"> <li>• Use of Basic Tools or similar payroll package</li> </ul>
<b>Education/Qualifications</b>	<ul style="list-style-type: none"> <li>• A good level of English spelling and grammar, numeracy, and attention to detail</li> </ul>	<ul style="list-style-type: none"> <li>• Maths/English at secondary level e.g. GCSE/A Level</li> </ul>
<b>Other Skills and Attributes</b>	<ul style="list-style-type: none"> <li>• Ability to work from various locations across Bexley inc. from home</li> <li>• Approachable and able to delegate and take responsibility</li> <li>• Self-motivated and able to work independently, on own initiative.</li> <li>• Confident to seek advice/input, question, clarify and make suggestions when necessary</li> <li>• A flexible approach to duties undertaken and working pattern/hours to meet the needs of the organisation</li> <li>• Enthusiasm, with a positive 'can do' attitude</li> <li>• A desire to share information and work collaboratively</li> </ul>	<ul style="list-style-type: none"> <li>• Able to attend meetings out of borough on occasion</li> <li>• Full driving license and use of own car to carry out duties</li> </ul>