

## **CYP Service Co-ordinator - Job Description & Person Specification**

Sense single salary point:	£29,250
Location:	Birmingham
<b>Responsible to:</b>	CYP Business Support Manager

### **About Sense**

For everyone living with complex disabilities. For everyone who is deafblind. Sense is here to help people communicate and experience the world. We believe that no one, no matter how complex their disabilities, should be isolated, left out, or unable to fulfil their potential. Our experts offer support that's tailored to the individual needs of each person, whether that's at our centres, through our holidays and short breaks, or in people's own homes. In addition to practical support, we also provide information to families, and campaign for the rights of people with complex disabilities to take part in life.

### **About the Sense CYP team**

The Sense Children and Young People (CYP) Service works with children and their families and is formed of two teams. The Multi-Sensory Impairment (MSI) team support children and young people who are deafblind or who have a single sensory impairment



and additional needs, aged 0 – 25 years. The Early Intervention and Play team support children who have complex disabilities aged 0-8 years.

## About the role

### Objectives

- Co-ordinate information for internal and external stakeholders, including communications and marketing support
- Provide high quality administrative support to the CYP Service Team
- Supporting the team to keep accurate records that represents our reach and demonstrates impact
- Support evaluation and monitoring of the programme including contributing to regular impact and outcome reports, audits and data collection
- Provide high quality responses to service enquiries and referrals into the service

### Key responsibilities

- To co-ordinate and develop high quality marketing resources for the Children and Young People (CYP) Service, including the Sense website, newsletters, leaflets, stories and articles
- To co-ordinate referrals and respond to enquiries from parents, agencies and service providers
- Support the CYP team with promotion of the service including partners and parents at virtual and face to face events
- Support the Business Support Manager with collaborative work with internal departments, such as Fundraising, Engagement and Operations; maintaining relationships and providing high quality information on the CYP service
- To maintain reporting systems and dashboards evidencing impact, outcomes and progress against KPI's and the Sense strategy
- To provide administrative support including files, records and purchasing equipment



- To work in accordance with information management principles, confidentiality and compliance with GDPR at all times
- To work within Sense policies and procedures, and current legislation relating to health and safety and safeguarding of children and young people
- Actively promote the principles of equality, diversity and inclusion
- To carry out any other duties commensurate with the nature and grade of the post

## Person specification

### Knowledge and Experience

- Experience of working as an administrator supporting a busy team
- Experience of responding to enquiries from a variety of stakeholders
- Proven experience of using information from systems to produce reports and dashboards
- Ability to maintain confidentiality at all times
- Effective team player and able to work as part of a high profile team
- Understanding and knowledge of the principles of GDPR
- Knowledge and understanding of the needs of children with complex disabilities and their families (Desirable)
- Experience of supporting effective project management (Desirable)
- Experience of co-ordinating communication materials such as newsletters, social media and posters (Desirable)
- Experience of working within children's services (Desirable)
- A demonstrable commitment to enabling an inclusive and diverse workforce to reflect our community.
- A commitment to upholding Sense's vision and values; a willingness to learn how to communicate with people with complex communication and identify the barriers to their participation in all aspects of Sense's work.



## Skills

- Excellent oral and written communication skills.
- Excellent knowledge of MS Office packages and other applications including Sharepoint, Teams and Zoom
- Excellent customer service skills and the ability to develop working relationships with children and families, based on respect, trust and confidence
- Excellent time management and prioritisation skills. Able to manage multiple projects and multi-task
- Experience of using CRM databases to produce information and reports (Desirable)
- Qualification achieved at Level 3 (Desirable)

## Our values

Everything we do is underpinned by five core values. These values shape the way we work as we pursue our vision of a world where no one, no matter how complex their disabilities, is isolated, left out, or unable to fulfil their potential.

- We include
- We collaborate
- We find a way
- We challenge
- We celebrate

## Other information

- This job description does not form part of the employment contract.
- This post is not exempt from the Rehabilitation of Offenders Act.

December 2024