

Helen Arkell



Dyslexia Charity

Application Pack

Assessments Administration Manager

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A company limited by guarantee, registered in England no. 3432423
Registered charity no. 1064646

Welcome

From our CEO



Dear Candidate

Thank you so much for your interest in working for us. I'm delighted that you are considering applying for this role.

Perhaps you or someone you know has benefitted from our nationally recognised services. Or maybe you know us as you live locally and have heard that exciting things are happening here. Or perhaps we are new to you, in which case welcome!

The case around the need to support people of all ages with dyslexia is compelling. About 1 in 10 people have a degree of dyslexia, and this can affect people's lives in a fundamental way. If not addressed correctly, it can leave people feeling like failures, and choosing negative paths in life. Whereas if the right help is provided, people can learn to use their dyslexia extremely positively, and as a strong advantage in life. The key is to get the right help, advice and support. And always to remember that everyone has strengths and weaknesses. Don't we all?

We are committed to further increasing our reach and impact over the next 5 years, with the aim of doubling the number of beneficiaries we support, and particularly to assist significantly more people who are from lower-income backgrounds. An important member of the team will be our new Assessments Administration Manager, who will oversee the coordination of our assessment services, with the help of our Assessments Administrator and our online booking system. You will get to know our team of assessors but will not be responsible for managing their work – that falls within the remit of other members of our team.

You will work closely with our team based at 24 West Street, Farnham, where we undertake over 600 dyslexia assessments every year, but you will also have some opportunity for working from home. Our team of staff and volunteers are brilliant, and our reputation is second to none.

This is a great opportunity for someone who connects with our values and wants to make a significant impact to support the great work we do.

I do hope you feel inspired to be part of our journey and I look forward to receiving your application.

Andy Cook, CEO

Who we are

Helen Arkell overcame her own dyslexia to become an inspirational figure for many who felt the benefit of her support, advice and expertise. Children who were chronically dyslexic but successful in adulthood give her the credit for changing their lives.



Helen set up the charity in 1971 together with Joy Pollock and Elisabeth Waller. Over the intervening years we have become widely recognised as one of the leading specialist centres of excellence in the UK. Helen sadly passed away in August 2019, aged 99, but we are determined to carry on what she started and to lead the charity forward in her name.

We are passionate about removing barriers to learning and life, such as dyslexia. We want to promote unsung skills, champion new ways of approaching life. We give people the tools they need to learn in their own way. We train dedicated professionals to inspire people to love learning. We help parents to nurture their children and employers to support their staff.

Together we inspire people to believe in themselves, achieve their goals and succeed on their own terms.

Our services

- We provide specialist assessments, consultations, tuition and coaching to children, young people and adults who have, or may have, dyslexia or other related specific learning difficulties.
- We provide dyslexia training and professional qualifications for teachers, teaching assistants and other interested parties.
- We support employees and employers in the workplace.
- We offer a variety of short courses in dyslexia awareness and related topics.
- We provide advice and support to parents and family members of those who have dyslexia, recognising that dyslexia affects whole family networks, and indeed often runs in families.
- Our Shop sells our own specialist publications as well as a variety of useful books, games and learning resources. We will soon also have a selection of charity merchandise.

For more information, please visit www.helenarkell.org.uk

Job description

Job Title: Assessments Administration Manager.

Responsible to: Farnham Hub Coordinator.

Responsible for: line-management of Service Administrator (Assessments).

Role Purpose: To manage the coordination of our assessment services.

Hours: 5 days/week (35 hours).

Salary: £25,000 - £26,750 per annum, depending on experience.

Based at: Helen Arkell Dyslexia Charity, 24 West Street, Farnham, Surrey, GU9 7DR, with some opportunities for working from home.

Benefits: 25 days annual leave plus statutory Bank Holidays. Matched pension contributions up to 3% (Nest).

Main duties and responsibilities

Assessments

- Ensure the smooth running of assessment administration services.
- Use the online booking system (HALO) to respond to enquiries, and to book/schedule appropriate appointments.
- Update relevant Excel spreadsheets with assessor availability.
- Book rooms at venues as required.
- Manage and refer initial inquiries.
- Liaise with clients at all stages of the booking process, as necessary, particularly those cases that are more sensitive and/or complex.
- Chase up information as necessary to enable assessment bookings to be offered.
- Make the appropriate appointments in consultation with professional staff (dyslexia specialists).
- Request deposits, and take card payments.
- Liaise with schools and other institutions with whom the charity has a relationship.
- Support new assessors to use the enquiry system (HALO).
- Update enquiry system with new venues.
- Use Google Forms to amend questionnaires.
- Line-manage assessment administration staff - currently 1 full time Service Administrator (Assessments).

General

- Answer the phones as necessary, particularly during absences of other admin team members.
- Deal with general enquiries, particularly during absences of other admin team members.
- Promote Helen Arkell services.
- Pass on calls to relevant personnel.
- Meet and greet parents & visitors as necessary – making tea & coffee.
- Take balance of payment for assessments.

- Assorted other admin duties involving administration of the charity's services.

You will work in accordance with agreed policies, procedures and practice inclusive of Health & Safety at Work requirements and Equal Opportunities. You will actively participate in appraisals, team meetings and meeting your self-development needs. You will undertake any other reasonable duties as may be necessary from time to time, as delegated by your line manager.

Person Specification

Experience, Knowledge, Skills and Technical Competencies

Essential	Desirable
<ul style="list-style-type: none"> • Excellent people skills. • Excellent administrative, organisational and record-keeping skills (recognising that personal experience of dyslexia will always be viewed as a positive attribute in this charity). • Excellent attention to detail. • Excellent communication skills. • Good IT skills with working knowledge of Microsoft Office packages (we have Office 365). • Basic experience of using databases. • Ability to work under own initiative as well as part of a team. • Ability to be hands-on and innovative in this small but dynamic team. • Willingness to support and manage a member of staff. 	<ul style="list-style-type: none"> • Previous experience of managing people would be an advantage. • Personal experience of dyslexia will always be viewed as a positive attribute in this charity.

Personal Qualities

Essential	Desirable
<ul style="list-style-type: none"> • Compatibility with the charity's values, including professionalism and flair with the personal touch. • Commitment to the charity's aims. • High level of personal integrity and commitment, with a can-do attitude. • Able to work on own initiative. • Good interpersonal qualities and ability to work well within the wider team. 	<ul style="list-style-type: none"> • Sense of humour when managing workload and competing deadlines!

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| <ul style="list-style-type: none"> • Excellent time management and organisational skills. • Willingness to take responsibility for the smooth running of assessment bookings. | |
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How to apply

To apply, please forward the following to Tracy Bennett at hr@helenarkell.org.uk

1. A comprehensive CV
2. A supporting statement (maximum 2 pages of A4)
3. Contact details of two referees, relevant to this role, who have known you in a professional capacity. References will only be taken once your express permission has been granted.

Please make sure you include mobile, work and home telephone numbers, as well as any dates when you will not be available or might have difficulty with the recruitment timetable.

Please also inform us if you require us to make any reasonable adjustments for you under the Equality Act 2010 so that you are not unwittingly disadvantaged through the recruitment process.

Helen Arkell is registered under the Data Protection Act 2018. Information on your application form will be used for our recruitment purposes only and in accordance with our Privacy Policy. For details, visit [Privacy policy | Helen Arkell](#). Application forms for unsuccessful applicants will be held for no longer than 12 months and then destroyed unless you tell us you would like your details to be kept on file for longer.

Recruitment timetable

Closing date for applications: midnight on Sunday 21 May 2023

First interviews: Wednesday 24 May and Friday 26 May 2023

Good luck!

