

Helen Arkell



Dyslexia Charity

Application Pack

Shop Manager/Services Administrator

(Full time preferred but job share also considered, where Shop Manager and Services Administrator would be split into separate part-time roles).

24 West Street
Farnham
Surrey
GU9 7DR
enquiries@helenarkell.org.uk
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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 Shop Manager/Services Administrator, helping equally with the development of our online and physical shop, and with the administration of a growing number of dyslexia services.

You will work closely with our team based at 24 West Street, Farnham (for this role you will be required to be based predominantly at our premises), where we have a small shop and where over 600 dyslexia consultations take place every year, giving ample opportunity to sell dyslexia resources to interested parties (we also have passing trade in Farnham town centre). 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: Shop Manager/Services Administrator.

Responsible to: Head of Education.

Responsible for: no line-management responsibilities except assisting with volunteers as necessary.

Role Purpose: The development of our online and physical shop, and the administration of our dyslexia services, including dyslexia awareness courses and general admin.

Hours: 5 days/week (35 hours); job share also considered, where Shop Manager and Services Administrator would be split into separate part-time roles.

Salary: £23,000 - £25,500 per annum (35 hours), depending on experience.

Based at: Helen Arkell Dyslexia Charity, 24 West Street, Farnham, Surrey, GU9 7DR.

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

Main duties and responsibilities

Shop

- Seek new opportunities for increasing shop turnover (currently £60k/year).
- Serve customers.
- Source and order stock, with agreement of Head of Education (dyslexia resources) and Head of Fundraising (charity merchandise).
- Keep shop stocked.
- Process Web orders – update ledger via Sage.
- Pick, pack & dispatch orders via Click and Drop.
- Produce purchase orders for suppliers via accounting software (currently Sage).
- Update purchase spreadsheet.
- Order dyslexia assessment forms.
- Adjust used assessment forms via Sage.
- Order/source assessment kits.
- Produce monthly sales report.
- Remove assessment forms from stock via Sage.
- Yearly stock take – count.
- Adjust yearly stock take on Sage.
- Update website with new stock (description/photo etc).
- Update Sage with new stock (stock codes etc).
- Chase outstanding shop customer invoices on Sage.
- Produce invoices for shop customers.
- Keep new stock codes and EPOS definitive spreadsheets updated
- Run daily polling on EPOS.
- Run daily credit card/cash receipt report.
- Rectify any posting errors on EPOS.
- Update stock on EPOS.

- Cash up/check float.
- Organise SAGE update on till as & when necessary.

Amazon

- Process Amazon Orders.
- Dispatch Amazon orders via Click and Drop.
- Produce Amazon monthly reports.
- Update Amazon stock.
- Answer customer queries via Amazon Central.
- Keep all trustees' information updated for Amazon purposes.

Courses

- Process course bookings.
- Produce/update course spreadsheets.
- Source all course material as needed.
- Produce/email confirmation letters on database.
- Keep Course list updated.
- Email out Zoom link and handouts.
- Email out Zoom recordings.
- Print off and assemble auditory tests for new level 5 students.

MISC

- Update telephone system as & when necessary.
- Library – stock take.
- Library – update stock list each year.
- Library – put all borrowed books back on shelves.
- Reference Library same as above.
- Chase outstanding invoices as necessary.
- Cover Lunches/Reception.
- Answer phones.
- Upload School reports.
- Assorted other admin duties involving administration of the charity's services.
- Cover absences of receptionist and/or other admin team.

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 find point-of-sale opportunities for sale of stock. • Attendance at charity events where appropriate, for which time off in lieu will be provided. 	<ul style="list-style-type: none"> • Experience of using Sage or other accounting software packages would be an advantage for the Shop Manager part of the role. • Previous experience in retail would be an advantage for the Shop Manager part of the role. • 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. • Adaptable, flexible and willing to support events outside of office hours (TOIL provided). • Excellent time management and organisational skills. 	<ul style="list-style-type: none"> • Sense of humour when managing workload and competing deadlines!

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: 5pm on Thursday 18 May 2023

First interviews: Wednesday 24 May and Friday 26 May 2023

Good luck!