

Helen Arkell



Dyslexia Charity

Application Pack

Service Administrator (Assessments & Tuition)

Fixed Term contract

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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 **Service Administrator (Assessments & Tuition)** who will help equally with the administration of both assessment and tuition bookings. We are a small team so we are seeking someone enthusiastic and organised, who is happy to muck in with various Admin duties as part of our general team effort.

The role is advertised initially as a fixed term contract until the end of February 2025, at which point we will review whether it could be converted to a permanent position.

You will be based at our head office at 24 West Street, Farnham, where you will work alongside the rest of the services administration team.

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: Service Administrator (Assessments & Tuition).

Responsible to: Assessment Administration Manager (for assessment bookings) and to Services Manager (for tuition bookings).

Responsible for: no line-management responsibilities.

Role Purpose: the administration of assessment and tuition bookings; other general admin duties as required from time to time.

Hours: Full Time (35 hours).

Fixed term contract: until end February 2025.

Salary: £21,000 - £22,000 per annum, 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

Assessments and Tuition

- Liaise with the Assessments Administration Manager and Services Manager to offer suitable assessment and tuition appointments to clients, matching them with members of our specialist dyslexia team.
- Chase up information as necessary to enable assessment and tuition bookings to be offered.
- Keep accurate records, using the online booking system (HALO).
- Liaise with clients as necessary.
- Liaise with Farnham Hub Coordinator, assessors and specialist teachers, as required.
- Forward bursary applications to Bursary Review Team and contact clients once decisions have been made.
- Refer to the enquiry log and take appropriate action as necessary.
- Respond to emails and phone calls.
- Respond to enquiries passed on by other members of the team.
- Book consultation rooms/parking spaces as required.

Reception cover and general duties:

In addition, the post-holder may need to provide help with:

- Answering the telephone.
- Responding to general enquiries.
- Meeting and greeting clients and visitors.
- General housekeeping (loading/ unloading dishwasher, wiping down surfaces/ vacuuming if necessary).
- Taking payments.
- Making refreshments.

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). • 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. 	<ul style="list-style-type: none"> • 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 Monday 6 May 2024.

First interviews: Tuesday 14 and Thursday 16 May 2024.

Good luck!