

Helen Arkell



Dyslexia Charity

Application Pack

Courses and Shop Administration Officer

24 West Street

Farnham

Surrey

GU9 7DR

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www.helenarkell.org.uk

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

Registered charity no. 1064646

Welcome

Dear Candidate

Thank you so much for your interest in working for us. We are 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 or have heard about us through friends or family. 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.

Your role has two elements you will support our short courses administration as well as providing the administration for our shop; which is both on-line and in-person. The role is based full-time in our office in Farnham, and you will work closely with the team based there.

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.

Julie Bentley Interim 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.
- We have a Shop, selling our own specialist publications as well as a variety of useful books, games and learning resources.

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

Job description

Job Title: Courses and Shop Administration Officer

Responsible to: Head of Education

Responsible for: no line-management responsibilities

Role Purpose: Support the administration of our dyslexia courses and the administration of our shop and as & when required; other general admin duties.

Hours: Full Time (35 hours).

Salary: £25,000 to £28,000 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

Courses

- Prepare for online and face-to-face courses including setting up webpage booking pages, answering enquiries, and preparing resources such as leaflets and handouts
- Process course bookings ensuring accurate records are maintained.
- Create events and host on-line courses via Zoom
- Support course delivery for both on-line and in-person events
- Manage the on-line, and on-demand course recordings access.
- Send out and collate feedback forms and certificates for courses
- Process applications for bursary places on courses

Shop

- Source, order and manage the stock (with the agreement of the Head of Education)
- Ensure that the shop is well presented and serve customers making purchases.
- Process orders received via our website, including packing and dispatching.
- Manage the Shop on our accounting system, Sage. Including updating the ledger daily, updating the stock information and producing purchase orders.
- Manage the 'till' ensuring accurate records are maintained and systems agree.
- Produce the monthly sales report
- Lead regular stock takes.
- Develop innovative sales ideas including advertisements, to increase shop turnover
- Support the shop finance functions such as producing customer invoices and VAT receipts
- Prepare stock for events away from the HADC office

Other

- Support the general administration of the office, including answering the door and the phone and ordering supplies.
- Attendance at charity events (which may be out of office hours) where time-off in lieu will be given

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"> • Experience of managing a variety of administrative tasks • Experience of managing databases using excel spreadsheets • Experience of using Sage or other accounting software packages • Excellent communication skills including writing content for external publications. • Ability to juggle and prioritise tasks/projects. • Excellent IT skills with working knowledge of Microsoft Office packages (we have Office 365). • Ability to work under own initiative with creativity and problem-solving skills, • Ability to be hands-on and innovative in this small but dynamic team. • Willingness to find point-of-sale opportunities for sale of stock. 	<ul style="list-style-type: none"> • Experience of managing online zoom events with multiple participants • Previous experience in retail • Personal experience of dyslexia will always be viewed as a positive attribute in this charity. • Knowledge of educational resources. • Experience communicating with a variety of audiences

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. 	

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| <ul style="list-style-type: none">• Good interpersonal qualities and ability to work well within the wider team.• Adaptable and flexible with a positive attitude | |
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How to apply

To apply, please forward the following to Julie Bentley, at julieb@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 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 <https://www.helenarkell.org.uk/privacy-and-cookies.php> 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: 9am 13th July 2026

First interviews: 21st July 2026

Good luck!

