



**SEN-den**  
Play + Info + Support

### Job description for SEN-den Service Co-ordinator

<b>Job Title</b>	<b>SEN-den Service Co-ordinator</b>
<b>Main purpose of job</b>	This is an office-based role at our current venue, the Lancaster Centre in Enfield ( <i>EN2 OBU</i> ), to support the smooth running of all of SEN-den's activities and services for families with young, autistic children.
<b>Contract type</b>	Fixed term contract, initially for one year (12 months).  This role is SEN-den's first ever paid staff role and has been made possible with part-funding from the National Lottery.
<b>Working hours</b>	9 hours per week @London Living Wage of £10.85 per hour.  Working days: Thursdays and Fridays.  Working hours: 09:30 to 14:30 (including 30 min break).
<b>Key tasks</b>	<ol style="list-style-type: none"><li>1. Processing membership applications and responding to enquiries from families about our activities and services.</li><li>2. Administration (bookings / payments), and tracking income / expenditure across all of our activities / services / grants.</li><li>3. Updating our website / social media channels (<i>currently Facebook / Instagram</i>) with relevant, engaging content about our services and autism / autism acceptance in general.</li></ol>
<b>Key objectives</b>	<p>They key objective of this new part-time role is to support, and work alongside, SEN-den's Founder and Director to ensure the smooth running of SEN-den's activities and services as we continue to grow.</p> <p>We will know the jobholder has performed their role well when all membership enquiries, family registrations, activity / service bookings and payments are processed correctly; all income and expenditure is correctly recorded and tracked; our website and social media channels offer interesting, relevant up-to-date content, resulting in good engagement from our followers, new bookings from our members and new enquiries from families interested in joining our community. Families registering or booking with us will tell us they are satisfied with the quality of their interactions with us, whether this is face-to-face, by email, phone, WhatsApp, or another channel.</p>
<b>Responsible for</b>	N/A. However, you may be asked to support volunteer training.
<b>Reporting to</b>	Lubna Reid, Founder and Director of SEN-den (play, info, support) CIC

## Person specification for SEN-den Service Co-ordinator

<b>Qualifications</b>	A' level (or equivalent) with strong passes in GCSE Maths and English
<b>Skills</b>	Administration and customer service experience. Excellent written and spoken English language skills. Confidence with finance-related administration. Competence with a range of software and social media applications (Word, Excel, WordPress, Facebook, Instagram, Canva, Dropbox). Ability to multi-task, while maintaining good attention to detail.
<b>Knowledge</b>	An understanding of autism and the various challenges facing parents caring for young, autistic children, both pre- and post-diagnosis.  Understanding SEN-den's not-for-profit community business model, and how this differs from statutory service providers and charities.
<b>Experience required</b>	Minimum 3 years' experience in a role (or combination of roles) that demonstrates your ability to confidently carry out the key tasks outlined above to a high standard. <i>(References will be requested.)</i>  Sufficient experience, resourcefulness, and maturity to be able to work with minimal supervision, after the initial training period.
<b>Personal qualities</b>	Compassionate, motivated, and community spirited. Extremely reliable and committed to SEN-den's mission, values, and ethos as a not-for-profit community business.  Enthusiastic about learning, growing, and contributing to a young, innovative, and ambitious not-for-profit community business, that is itself learning, growing, and developing each day.

### To apply for this role, you will need to send us:

1. **A summary of your work experience** (a CV, or other appropriate format).
2. **A supporting statement** which is *no longer than 2 sides of A4*, explaining how you meet the criteria set out above in the job description and person specification.
3. **Contact details for two referees** (*one of these can be a personal reference*).

Please email your application to [info@sen-den.org.uk](mailto:info@sen-den.org.uk) by 12pm on Thursday July 22<sup>nd</sup>, with email subject title: **Application for Service Co-ordinator Role**.

We will let you know by the 31<sup>st</sup> of July if you have been short-listed and interviews will take place in August, on a mutually convenient date. Successful candidates will be required to provide **proof of eligibility to work in the UK** and will need to undergo **DBS clearance checks** and complete **safeguarding training** before starting work with us. *Exact start date in September will be agreed with the successful applicant.*

**Thank you for your interest in SEN-den's work and good luck with your application!**