

# JOB DESCRIPTION



<b>Job title</b>	<b>Neurodiversity Services Manager</b>
<b>Reporting to</b>	<b>CEO</b>
<b>Contract</b>	<b>Permanent part time</b>
<b>Location</b>	<b>Hatfield office</b>
<b>Hours per week</b>	<b>25 hours per week</b>
<b>Pay</b>	<b>Pro rata salary £20,800 - £22,425 (£31,200 - £33,637 FTE) depending on experience</b>

## Main purpose of the role

- Manage the day-to-day running and effectiveness of all existing services at ADD-vance, including Training & Coaching and the Helpdesk team.
- Ensure that all resources and documentation is kept up to date and relevant and that the organisation remains at the forefront of latest thinking, research and best practice with regard to neurodiversity.
- Identify emerging gaps/needs and develop new ADD-vance services to meet those needs.

## Key tasks

- Lead and manage the updating of all key documents and educational content at ADD-vance to ensure that it is relevant and in accordance with best practice guidelines. This includes training materials, coaching materials, resource folders and could include social media, website and marketing materials.
- Oversee existing and setup new support groups for the ADD-vance audience, including parents and external agencies.
- Alongside the CEO, recruit and train new coaches, trainers and other team members
- Ensure that all training is allocated in a fair and equitable manner, in accordance with our guidelines for inclusion.
- Ensure effective communication and good morale within the team e.g. by preparing and hosting weekly team meetings.
- Represent ADD-vance at ad hoc coffee mornings and other relevant networking events.
- Support the CEO with Stakeholder Management within the organisation.
- Support the CEO and Trustees with Funding Bid administration and preparation as and when required.
- Ensure that the organisation is kept up-to-date with latest thinking, research and best practice e.g. by attending conferences, training and events including Hertfordshire-specific projects and updates.
- Manage ongoing commissioned projects, such as the employment advisors or helpdesk service, within the organisation.

- Respond to daily enquiries related to ADD-vance services from the internal team and external audience.
- Identify new ways to promote ADD-vance services and expand our audience e.g. schools training, collaborations with other charities and public sector organisations.

### Key Objectives

- Increase potential revenue for Training and Coaching
- Drive the successful delivery of all courses on the current timetable, ensuring sustainability and attendance
- Maintain and increase the levels of knowledge, skills and professional standards within the teams across ADD-vance
- Increase the breadth of audience, specifically schools and the private sector, for attendance at training
- Ensure that the organisation continues to deliver services, to the required standards and maintain a high standard of feedback

### Other Duties

Work as part of the office team, deputising for colleagues, answering the helpline and any other reasonable additional tasks to ensure the smooth running of the office

Comply with all ADD-vance policies, including Health and safety requirements – reporting any issues to HCF Facilities management or the CEO as appropriate

Attend regular internal and external meetings, either in person or on line as required.



## PERSON SPECIFICATION

The person specification describes the specific experience, knowledge, skills, qualifications and attributes that are needed for the role

	Essential	Desirable
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent facilitation skills – this role will be required to facilitate meetings, presentations and external introductions on a regular basis.</li> <li>• Time management and organisational management are critical to this role, proven experience is essential.</li> <li>• Strong attention to detail, accuracy and consistency of written materials</li> <li>• The postholder will be able to demonstrate empathy and understanding for the parents/carers and other services users that we support.</li> <li>• Ability to write presentation decks for the organisation and external stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding and awareness of using social media accounts, including Facebook, Instagram, Twitter, LinkedIn</li> <li>• Ability to use Eventbrite and other booking websites</li> <li>• Ability to use Google Suite (Gmail, Gdocs, GDrive)</li> </ul>
	<ul style="list-style-type: none"> <li>• Ability to use Microsoft Office Suite (Word, Excel, PowerPoint and Publisher).</li> <li>• Well-versed in using Zoom, MS Teams and other online meeting tools.</li> <li>• A high standard of written and verbal communication skills</li> <li>• Excellent interpersonal and networking skills</li> <li>• Excellent presentation skills</li> </ul>	

<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• An excellent knowledge of ADHD, Autism and other related conditions, and willingness to continually develop own understanding</li> <li>• A good understanding of the challenges faced by neurodivergent families</li> <li>• An understanding of how inter-service structures work, such as Herts County Council, different NHS Trusts and voluntary sector agencies.</li> <li>• A knowledge of what it is like to work within an organisation, such as a charity, which works within significant budget and resource constraints.</li> </ul>	<ul style="list-style-type: none"> <li>• Lived or personal experience of working with or supporting neurodivergent families</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in a Training, Coaching, Counselling or Facilitator-type role</li> <li>• Experience of delivering projects including understanding design, delivery and development stages.</li> <li>• Experience of managing multiple stakeholders and specifically working with volunteers, would be highly advantageous</li> <li>• Experience of working with multi-discipline organisations, such as councils and healthcare</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within a 3rd sector or charitable organisation.</li> <li>• Experience of working to restrictive budgets and being able to look at charitable and low-cost options as a matter of day-to-day activity.</li> <li>• Experience of working within a social services, healthcare or education setting, is desirable.</li> </ul>
<b>Attitude</b>	<ul style="list-style-type: none"> <li>• A positive, flexible, 'can-do' attitude</li> <li>• Responsiveness to evolving strategies or processes, in a small, charitable organisation.</li> <li>• Awareness of neurodiversity and neurodiverse issues faces families</li> </ul>	