



Aphasia Re-Connect

Communications and Administrative Role Overview

Role outline

To provide reliable administrative support to Aphasia Re-Connect, helping ensure that referrals, volunteer records, member communications and general charity administration are managed efficiently and accurately.

The role is home-based, as Aphasia Re-Connect does not have a central office, and involves handling confidential information in a suitable private workspace.

Reporting Relationship

The postholder will report to the Charity Co-ordinator and liaise with the wider team as required.

Key Tasks

1. Enquiries and referrals

- Monitor the general information inbox, respond to routine enquiries using agreed information and refer more complex queries to the appropriate team member.
- Record new referrals on the charity database, forward them to the relevant team members and follow up missing information where necessary.
- Send standard acknowledgements and introductory information to prospective members.
- Compile quarterly referral data for Board reporting.

2. Volunteer administration

- Request references for prospective volunteers and follow up outstanding responses.
- Maintain accurate volunteer records, including contact details, references and relevant administrative checks.



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- Support volunteer onboarding by coordinating paperwork and sharing relevant information.

3. Member communications and service administration

- Coordinate routine communications with members and other stakeholders, including welcome information, group updates, mailings, appeals and Friends of Aphasia Re-Connect communications.
- Maintain member contact details, mailing lists, group registers and attendance records.
- Update shared spreadsheets and prepare attendance data and other service information for reporting, fundraising and promotional purposes, as required.

4. General charity administration

- Keep shared documents, spreadsheets, contact lists and other administrative records organised and up to date.
- Assist with preparing information and reports for team and Board meetings, and support meeting arrangements where required.
- Undertake other reasonable administrative tasks to support the smooth running of the charity.

Working practices and expectations

- The postholder will be expected to:
- Manage agreed tasks independently and prioritise work within the allocated hours.
- Maintain accurate records and handle confidential information in accordance with the charity's data protection policies.
- Communicate effectively with colleagues, providing updates on progress and outstanding actions.

Identify opportunities to improve administrative processes and seek guidance on matters outside the agreed remit.



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Essential criteria

- Good written and verbal communication skills.
- Strong organisational skills, attention to detail and the ability to prioritise tasks.
- Basic IT skills, including Microsoft Word, Excel and Outlook, and confidence learning new systems.
- Ability to maintain accurate records and meet deadlines.
- Ability to work independently and collaboratively.
- A professional, friendly and helpful approach when communicating with colleagues and members of the public.
- Ability to maintain confidentiality and handle sensitive information appropriately.

Desirable Criteria

- Previous administrative experience, ideally within a charity or community organisation.
- Experience using databases, spreadsheets and electronic filing systems.
- Experience managing email enquiries, maintaining contact lists and preparing reports or documents.
- Experience arranging meetings or supporting routine organisational processes.
- An understanding of data protection and information governance.

Salary & Conditions of service

- Rate of pay: £14 per hour.
- Hours: Part-time, up to 7 hours per week.
- Working arrangements: Home-based, with a suitable private workspace for handling confidential information.
- Contract basis: Consultancy. The postholder will be responsible for submitting monthly invoices and timesheets and for their own tax, National Insurance and pension arrangements, as applicable.



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- Appointment will be subject to satisfactory references and a probationary period.

How to apply

Please send a full CV, covering letter and references to Dr Sally McVicker at Sally@aphasiareconnect.org.

For enquiries, please call 07885 288943.

Closing date: 2 November 2026

Interviews: Week commencing 9 November 2026