

Office Coordinator

Job Information Pack



This is the job information pack for the role of **Office Coordinator** at Opening Doors.



To apply please download the pack and application form from our website www.openingdoors.org.uk



Please answer **all** the questions from the application form. You can submit your answers by typing into the form or by sending in a video or an audio recording.



**01603
631433**

To ask for more information or to discuss aspects of the role please call our office and ask for **Jo Brown** or **Lou Isherwood**.



October

26

You must get your application in by **9am on Monday 26 October 2026**



October

28

Invitations to interview will be sent out by **5pm Wednesday 28 October 2026**.

November

2

November

3

Interviews will take place on **Monday 2** and **Tuesday 3 November 2026**.

The panel will all be people with learning disabilities.

if you cannot make one of those dates, please tell us when you send in your application



About Opening Doors



Opening Doors is a userled self advocacy charity run **by** and **for** adults with learning disabilities with support from trusted staff.



To learn more about what we do and how we run you can look at our website and social media pages.



We call our members who have learning disabilities **self advocates**.

Some of our staff are called **Advisers** as their role is to support us without taking over.



Trustees, Management Committee, staff and volunteers work together to run our charity. We all work as a team.



We work hard to be good employers; we care about our staff and look after them well.



We have recently transferred from an unincorporated charity to a CIO and are starting to write a new Big Plan.

This is an exciting time to join us.

About the Office Coordinator role

This post is about helping to keep Opening Doors organised and running smoothly. You will provide practical admin support to our staff, members, volunteers, Management Committee and Trustees.

You will also work alongside a paid member of staff with a learning disability for 3 hours each week, supporting them to develop their skills and take an active role in our office.

Office and administration

In this role you will:

Help monitor our general emails and take phone calls, making sure messages reach the right person.

Keep our online files, folders, contact lists and records organised and up to date.

Help organise and prepare for meetings, training, groups and events, including bookings, transport, refreshments and materials.

Arrange taxis and transport for self advocates and communicate arrangements.

Take and share minutes and actions from meetings.

Keep office information, noticeboards, information box, signing in board and badges up to date.

Provide administrative support to staff, our Management Committee, Trustees, Training Groups and other ongoing projects.

Communications

You will:

Help create, upload and schedule posts on our social media channels.

Help prepare and send mailings and email updates.

Help organise our photos and videos.

Help promote Opening Doors activities, events and opportunities.

Monitoring, feedback and projects

You will:

Keep attendance, activity and project records up to date.

Help collect, record and enter feedback and other information accurately.

Help keep information organised for reports to funders and Trustees.

Supporting a colleague with a learning disability

For 3 hours each week, you will work alongside a paid member of staff with a learning disability.

You will:

Support them to carry out office and administration tasks.

Support them to learn new skills and use office equipment.

Work at their pace and find different ways of doing things when needed.

Help them build confidence in their role.

An important part of your role will be supporting your colleague to do their job, rather than doing their work for them.

General responsibilities

You will:

Follow Opening Doors' safeguarding procedures and report any concerns appropriately.

Handle personal and sensitive information safely and confidentially, following Opening Doors' data protection and GDPR procedures.

Follow Opening Doors' policies, procedures and ways of working.

What a week might look like



Answering
the phone
and emails



Book taxis for
self advocates
and confirm
with them



Record the
names of self
advocates
attending groups



Save photos
taken by staff
and share on
social media



Working 3 hours per week
with a colleague with a
learning disability

Person Specification – essential skills

Good organisation skills and the ability to prioritise and manage different tasks.

Good written and verbal communication skills and the ability to communicate with different people.

Confidence using computers, email and Microsoft Office or similar systems.

Experience of administration, organising information or keeping accurate records.

The ability to work independently and as part of a small team.

A patient and supportive approach to working with other people.

The ability to support someone to develop their skills and independence without taking over.

An understanding of learning disability and accessible communication, or a willingness to learn.

An understanding of confidentiality, data protection and GDPR, or a willingness to learn.

An understanding of safeguarding and how to report concerns, or a willingness to learn.

A commitment to the values of Opening Doors and to people with learning disabilities having choice, control and a voice.

Person Specification – desirable skills

Experience of working alongside people with learning disabilities.

Experience of supporting colleagues to learn new skills.

Experience of social media or digital communications.

Experience of taking meeting minutes.

Experience of maintaining databases, contact lists, feedback or monitoring information.

Experience of working or volunteering in a charity or community organisation.

An understanding of Easy Read or other accessible information.

Terms and conditions

We will need **2 satisfactory references** (taken up after interview) and **we will get a DBS check** done for this role.

Contract – this is a permanent contract.

Hours and working pattern – this role is for 16 hours per week, worked over at least 3 days between 9am and 5pm.

Salary – the salary range for this role is £25,878 - £27,000 (pro rata for part-time hours) depending on skills and experience.

The base for this role is our office at 38a Bull Close, Norwich, NR3 1SX. Parking is available.

Expenses and mileage – mileage is paid at 55p per mile and all expenses are reimbursed monthly.

Holiday allowance - 33 days (pro rata) inclusive of bank holidays.

Employer Pension contribution - 3% rising to 5% following completion of a successful 6-month probationary period.

Supervision and training – monthly supervision and all necessary training is provided.

Wellbeing and support – all employees have access to a wrap-around Employee Assistance Programme from day 1. This includes access to free counselling, virtual GP and a perks and discounts scheme. Quarterly staff wellbeing events are fully funded and time off for these is provided.