



Tech & Marketing Officer Job Description

Employee	Bonny Downs Community Association (BDCA)
Job Title	Tech & Marketing Officer
Hours	9 hours per week, ideally across Tuesday and Thursday
Salary	£14.80 per hour
Responsible to	Co-Director of Marketing
Location	The Well Community Centre, 49 Vicarage Lane, London E6 6DQ
Term	Fixed-term contract until 31 March 2027

Main Duties & Responsibilities

Upshot Database Administration

- Train staff/ volunteers in how to use Upshot properly
- Train staff in how to run accurate monitoring reports on Upshot
- Ensure staff have easy access to printed copies of registration forms in each venue
- Create upshot accounts for new staff and volunteers
- Support volunteers with removal of duplicate entries on the database
- Organise each project's listed activities so they are in a clear order
- Follow up with staff on any overdue registers and data
- Anonymise and archive people who are disengaged or deceased

Technical Administration

- Be the main point of contact for our external tech support team (Principal) if any staff are having tech trouble and need support to resolve
- Assist with the tech side in the daily management of our centres, such as troubleshooting wifi and connectivity issues
- Work with the Facilities Assistant to purchase and set up new laptops and mobiles
- Work with the Facilities Assistant to set up new starters on the scanner and give their printing codes
- Liaise with Principal to set up new staff profiles and email addresses (ready with email signature, access to BDCA calendar, included in Staff Mailing List, SharePoint mapped, and agreed access to folders)

- Give new starters a tour of Sharepoint, Upshot and any other systems we use
- Maintain and circulate an up-to-date list of staff contact details
- Close Upshot and Sharepoint accounts and redirect emails when staff and volunteers move on
- Carrying out the PDQ machine compliance due annually
- Manage the POS donation systems, ensuring it is working and donations are labelled appropriately

Marketing Assistance

- In consultation with project teams, assist on planning, creating, marketing and monitoring fundraising campaigns
- Promote new donors to join our 'Friends' monthly giving scheme, by assisting with high quality e-newsletters, promotional videos, printed flyers and social media posts etc.
- Support individuals who kindly offer to raise money for BDCA through sponsored events (sharing their posts on BDCA's social media, arranging branded t-shirts etc, providing information packs).
- Organise occasional small scale fundraising events for our project attendees to get involved with
- Support the income generation team with producing marketing materials
- Support with producing case studies through interviews and write ups
- Help develop and support income generation ideas
- Take high-quality photos across BDCA's services with consent for marketing and fundraising
- Assist with social media content creation and management

Training & Development

- Attend and actively contribute to team meetings, monthly staff meetings, team building events and staff training opportunities organised by BDCA.
- Identifying and completing other relevant training courses to ensure continuous professional development.
- Attend regular supervision meetings with your line manager in order to monitor performance and progress.

Other Duties

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility involved. Such variations are a common occurrence. Excellent team working and

individual personal development are key to the BDCA's success in delivering its business aims and objectives. Therefore, all staff are expected to have a flexible attitude in responding to new priorities and opportunities as they arise.

Equal Opportunities

Bonny Downs Community Association has a strong commitment to achieving equality of opportunity in both services to the community and the employment of people and expects all employees and volunteers to promote its policies in their work. The equality, diversity and inclusion policy applies to employment and advancement and all employees will be recruited, trained and promoted on the basis of abilities, job requirement and fitness for that work. No applicant or employee should receive less favourable treatment on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation, or be disadvantaged by requirements that cannot be shown to be justifiable.

Public Relations

Bonny Downs Community Association attaches considerable importance to the public relations aspect of its work. It is therefore essential to develop and maintain professional working relationships with all users, colleagues and partner organisations



Tech & Marketing Officer Person Specification

	Essential	Desirable
KNOWLEDGE AND EXPERIENCE:		
Experience assisting in marketing/fundraising/income generation	✓	
Experience of maintaining and organising databases	✓	
Experience of using Upshot software		✓
Experience in a tech or data administration related role	✓	
Experience in setting up laptops and phones	✓	
Experience of working with the voluntary / community sector		✓
SKILLS AND ABILITIES:		
Ability to use IT effectively within a work setting.	✓	
Ability to work effectively as part of a team, and also to work on your own and use your own initiative.	✓	
Excellent administrative and organisational skills with the ability to prioritise tasks and manage time effectively.	✓	
Strong written and verbal communication skills.	✓	
PERSONAL QUALITIES:		
Organised and methodical approach to administrative tasks	✓	
Personable and approachable	✓	
Reliable and professional	✓	
ATTITUDES:		
Passionate about contributing towards BDCA's mission, vision and values	✓	
'Can Do' mindset and solution-focused	✓	
Commitment to comply with all BDCA's policies including: Equality, Diversity and Inclusion; GDPR; Health & Safety; and Safeguarding.	✓	