

Job Description and Person Specification (JDPS)

| Business Support Officer | |
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| REPORTS TO: | CEO |
| ANNUAL SALARY: | £21,589 per annum <i>Rising by 4% to £22,452 upon successful completion of probationary period.</i> |
| CONTRACT: | Fixed-term 12-month contract, subject to extension |
| HOURS: | Full time – 37 hours per week |
| BASE: | Stockport location, with travel across various locations |
| CHECKS: | <ul style="list-style-type: none"> • Satisfactory Enhanced DBS check • Valid 'Right to Work' document • Professional references covering the last two years |
| NOTE(S): | This post will include supporting some evening meetings. |

ROLE OVERVIEW:

We are looking for a full-time Business Support Officer to join our small team. You will be supporting the day to day activities across the organisation from our office base in Stockport; the role is busy and varied. Duties will include providing administrative and HR support to maintain an efficient and accurate business function. There will be an element of financial transactional support and also administrative support to the Board of Trustees and the CEO.

Our ideal candidate is somebody who is able to respond to a wide range of administrative demands and has previous experience in an administrative role, ideally within a busy office environment. We are looking for somebody who is:

- Experienced in working in an office administration role;
- Computer literate with experience of using Microsoft and Excel packages;
- Proactive and able to work well within a small team;
- Highly organized, able to prioritise concurrent tasks and meet deadlines;
- An excellent communicator, written and verbal;
- Strongly attentive to detail and able to work well under pressure;
- Able to adopt and actively promote the vision and values of Stockport Without Abuse.

MAIN TASKS AND RESPONSIBILITIES:

The following details reflect the content of the post at the date prepared. The post holder will be expected to adopt a flexible approach to the duties which may have to be varied, after discussion with the post holder, subject to the needs of the service and in keeping with the general profile of the post. Consequently, this job description may be revised from time to time.

- Managing inbound and outbound organisation correspondence including emails, letters and general internal and external email accounts.
- Organising and facilitating meetings including staff, team, leadership team and board meetings.
- Providing meeting support to the Board of Trustees. This will include ensuring papers and reports are prepared and issued, minutes are taken and actions are followed up. **NOTE:** trustee meetings are always held outside of core working hours in the evening.
- Attend and minute team meetings and any other SWA chaired multi-agency meeting as requested by the Management team.
- Providing 360 support to the organisations' recruitment process including formatting relevant documents (e.g. job description) to brand standard, placing recruitment adverts on the website and other appropriate networks, managing the administration of the shortlisting and interview process, and setting up the new starter for onboarding with the organisation including preparation of IT equipment and induction documents.
- Supporting all other elements of the onboarding of new staff and Trustees in line with the procedures in place and being the first point of contact in this process, ensuring that queries and matters that arise are dealt swiftly and professionally.
- Completing data entry functions including updating records and databases for personnel and payroll preparation (timesheets, annual leave, sickness recording), and legal information (Charity Commission and Companies House updates as needed).
- Update spreadsheets and databases in order to record, analyse and prepare service user statistics, contractual data and other information as required by the Management Team and Board of Trustees.
- Ensure that archived data is stored securely, catalogued appropriately and retained for the necessary time span.
- Managing inventory of office supplies including stationery and multimedia equipment to ensure smooth office operations.
- Liaison with suppliers and overseeing the administration of equipment and service contracts e.g. photocopier, phone systems, IT support.
- Website management, and content production such as case studies and news stories, uploading these to the website as required.
- Managing and growing our social media accounts (Facebook, Instagram, LinkedIn and Twitter), and strategising and curating innovative visual and written content, both independently and as part of a team.

- Liaising with our supporters regarding financial and non-financial donations and fundraising, keeping and up-to-date log of all donations and communicating with donors.
- Supporting the CEO with short-term and long-term projects and any ad-hoc duties that may arise. *Please also note that the above list of duties is not exhaustive and will change over time in line with the changing needs of the organisation and its clients.*

WHAT WE CAN OFFER YOU:

- 24 days' holiday per annum (pro-rata for part time staff), plus all public bank holidays, plus an extra day of annual leave for every full year of service that you complete (capped at 30 days);
- An extra day off for your birthday as a gift from us;
- 4% pay rise upon successful completion of your probationary period;
- A Stockport location with parking, or easily commutable from Stockport train station, and even closer to bus stops with frequent service;
- A strong and supportive close-knit team to welcome you on board.

| PERSON SPECIFICATION | | | |
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| ATTRIBUTE | ESSENTIAL | DESIRABLE | IDENTIFIED |
| EDUCATION TRAINING KNOWLEDGE | <ul style="list-style-type: none"> • Minimum education of GCSE Maths and English. • Thorough knowledge of and confidence in using general IT functions. | <ul style="list-style-type: none"> • Knowledge of engaging and using social media platforms. | Application form and interview |
| RELEVANT EXPERIENCE <i>(Paid or Voluntary)</i> | <ul style="list-style-type: none"> • Working in an Office Administration role. • Working in a busy office. • Proven experience in using Excel, Word and Outlook. • Supporting others to use IT functions. • Managing meetings including accurate minute taking, and pre- and post-meeting organisation. • Supporting recruitment processes including onboarding. • Data entry including personnel records and financial information. • Using software and/or databases to record information and deliver accurate reports. | <ul style="list-style-type: none"> • Work in a voluntary sector organisation. • Using and engaging with social media platforms. • Taking confidential meeting minutes and associated correspondence. • Website management. | Application form and interview |

| PERSON SPECIFICATION | | | |
|--|--|------------------|--------------------------------|
| ATTRIBUTE | ESSENTIAL | DESIRABLE | IDENTIFIED |
| SKILLS AND ABILITIES | <ul style="list-style-type: none"> • Able to communicate verbally and in writing to a high standard. • Able to organise multiple tasks and prioritise tasks in response to unexpected work situations and needs. • Able to analyse situations, diagnose problems and take a problem-solving approach with and alongside colleagues. • Able to write and create reports, produce letters and other documentation to a high standard. • Able to collate data and information into adequate reports. • Excellent organisation skills. • Excellent attention to detail. | | Application form and interview |
| PERSONAL ATTRIBUTES & OTHER FACTORS | <ul style="list-style-type: none"> • Ability to reflect on personal practice. • Resilient and collaborative approach to team work. • Commitment to our organisational values, mission and vision. | | Application form and interview |

Charity Number: 1079291