

Job Description

Job Title: SCVO Business and Information Support		Hours worked 37 hours per week (full-time) Remuneration NJC Spinal Points 9 - 12 (depending on experience) (currently equates to £23,194 - £24,496 p.a.)
Responsible to: Deputy Chief Executive Officer	Responsible for: See 'Job Purpose' and 'Duties' below	Key Contacts <ul style="list-style-type: none">• All SCVO staff – particularly Business Support and P/T Administrator• SCVO voluntary sector clients• SCVO suppliers

This job description is a guide to the work you will initially be required to undertake. It may be reviewed from time to time to meet changing circumstances and business needs.

Job Purpose

As a key role within the SCVO team, the post will support the smooth and effective running of SCVO's internal activities and external services, working closely with staff and taking lead responsibility for a range of administrative and delivery functions, particularly SCVO's corporate databases and portals – their maintenance, data quality and marketing. Providing administrative support across SCVO's current and future grant-giving programmes will also be a key feature.

Specific Duties

- Effectively engage and respond to local Voluntary and Community Sector (VCS) staff and volunteers to maintain, develop and market SCVO's corporate databases and portals to ensure data remains accurate and fit for purpose.
- Provide administrative support across SCVO's current and future grant-giving programmes, ensuring effective processes are developed and embedded across the lifetime of each programme – including administration of grant funding awards (securing appropriate paperwork, grant agreements etc.), effective and timely monitoring of requirements for reporting (both **from** individual awardees and **to** relevant funders) and liaising with applicants/awardees where appropriate.
- Contribute to administration of SCVO communications media including website, e-bulletins and social media.
- Contribute to an effective and welcoming front-of-house function for SCVO within the office environment (including telephone call handling and general email enquiries/follow-up); provide administrative support for organising and delivering hospitality at SCVO events and functions – working in tandem with the SCVO Business Support role and other administrative roles.

- Promote and maintain a smart and professional office environment, ensuring that the working space meets the day-to-day needs of SCVO in liaison with landlords or premises manager and with external technical (IT) support.
- Develop and maintain office and administrative systems, including filing and electronic records. Support specific developments (projects) as/when they arise.
- Undertake basic finance functions, such as maintaining petty cash receipts, stationery orders and invoices.
- Support staff with the introduction of digital tools and resources to ensure smooth implementation within the organisation.
- Support the operation of SCVO's Contract and Supplier's policy and procedure to ensure that SCVO is receiving good value in its contractual and procurement arrangements.
- Support the implementation of SCVO's Health & Safety policies and procedures.
- Undertake basic HR functions, such as maintaining records and supporting arrangements for staff training.
- Support the maintenance of a library of staff resources including books, directories, manuals, electronic guides, etc.
- Take minutes at Board and staff meetings, and at meetings with external stakeholders as required, distributed within specified deadlines.

General Duties

- Understand and promote the priorities, activities and best interests of SCVO, and of the voluntary and community sector in Sandwell.
- Achieve agreed performance targets.
- Co-operate in the formulation of and development of systems for monitoring and evaluating the work of SCVO.
- Treat with confidentiality any information about any organisation, its staff, trustees or clients that is sensitive, personal or private.
- Provide information as appropriate and as requested to the production of the SCVO e-bulletin, other publications and databases.
- Participate in supervision and annual personal reviews.
- Identify and act upon personal and professional development needs in order to fulfil the ongoing requirements of the role.
- Work at all times with due regard for health and safety.
- Work harmoniously with colleagues and external partners, supporting others in their work.
- Cover the work of colleagues during holidays or absences.
- Attend SCVO Staff meetings and other relevant internal meetings.
- Share knowledge with colleagues to support SCVO to be a learning organisation.
- Adherence to all SCVO policies and procedures as laid out in the Staff Handbook.
- Ability and willingness to travel to visit all parts of the borough as required.
- Ability for occasional out-of-hours working (incl. evenings and weekends).
- Ensure that SCVO's commitment to the principles and practice of inclusivity and diversity are followed in all aspects of work.
- Carry out such other duties as may be required, commensurate with the grading of the post.

Person Specification

The Person Specification outlines the main attributes needed to adequately perform the post specified. In drawing together the specification, a critical examination of the job description has been undertaken to pinpoint those elements of the post deemed as essential.

The Person Specification is intended to give prospective candidates a better understanding of the post requirements. It will be used as part of the recruitment process in identifying and shortlisting candidates.

	Essential	Desirable
1. Disposition	<ul style="list-style-type: none"> • Reliable and professional in outlook; • Approachable and helpful demeanour; • Strong attention to detail • Self-motivated and results-orientated; prepared and able to work to tight deadlines; • Ability to act with discretion and respect confidentiality; • Enthusiasm for working with individuals, groups and external organisations in a range of settings. 	<ul style="list-style-type: none"> • An innovative and flexible approach to achieving results; • Interest in developing new skills and competences particularly regarding relevant digital tools.
2. Education and Training	<ul style="list-style-type: none"> • Educated to A Level standard or equivalent, with GCSE (or equivalent) Maths and English; • Willingness to engage in training and professional development as required. 	<ul style="list-style-type: none"> • Qualification relevant to administrative role.
3. Experience	<ul style="list-style-type: none"> • Experience of office and administration systems; • Experience in using digital technology to improve personal effectiveness and efficiency. 	<ul style="list-style-type: none"> • Previous experience in a similar role; • Experience or knowledge of working within the charity sector; • Experience of dealing with suppliers and sub-contractors; • Minute-taking and meeting administration.

<p>4. Special Knowledge</p>	<ul style="list-style-type: none"> • Knowledge of office and administration systems, particularly those from Microsoft and Google. 	<ul style="list-style-type: none"> • Knowledge of relevant digital tools and resources to support the role; • Working knowledge of organisational health and safety; • Working knowledge of day-to-day financial procedures.
<p>5. Practical and Intellectual Skills</p>	<ul style="list-style-type: none"> • Strong organisational skills. • Ability to communicate at all levels - face to face, by telephone and in writing; • Proficient and confident in the use of IT – including typing skills; • Ability to work under pressure and to manage and prioritise a varied work programme, while working flexibly, to the meet the needs of SCVO; • Ability to work in co-operation with a diverse staff team; • Ability to empower, motivate, support staff and work with colleagues in securing organisational goals; • A commitment to, and understanding of, the practical application of Equal Opportunities policies. 	<ul style="list-style-type: none"> • Shorthand skills useful, but not essential.