

# **VOLUNTARY CENTRE SERVICES (URBAN CHALLENGE LTD)**

## **JOB DESCRIPTION/PERSON SPECIFICATION**

**POST: PROJECT SUPPORT OFFICER (Gainsborough based) (PSO WL)**

### **1. Core Function**

Undertake office and project administration duties to support the delivery of Social Prescribing Pilot for Gainsborough, and our core activities of volunteering and voluntary organisation development services in line with Volunteer Centre Quality Accreditation and NAVCA (National Association for Voluntary and Community Action) standards. Voluntary Centre Services delivers services across the local authority districts of West Lindsey, Lincoln City and North Kesteven.

### **2. Job Tasks**

Specific duties

- Administrative support at the Gainsborough office
- Act as a point of contact for enquiries
- Maintain and utilise our volunteering database and other digital tools used for event administration, appointment bookings, mailings, marketing and customer feedback
- Support the development of referral, recording and processing systems for the Pilot
- Collect and collate information required for monitoring purposes, reports and contractual compliance
- Provide hospitality and admin support for workshops and events
- Support volunteers working in the office and on projects
- Operate as a member of the team supporting volunteer brokerage
- Obtain business supplies and deal with suppliers
- Compile and distribute mailouts and other communications as required

General duties and responsibilities

- Work in co-operation with other team members across the whole organisation
- Maintain communications with project partners and other key project stakeholders
- Act in accordance with the organisation's core values, policies and procedures, including equal opportunities and diversity
- Support the organisation to achieve and evidence quality standards and national accreditation
- Support management with undertaking risk assessments as relevant
- Undertake relevant training
- Other general duties appropriate to the level of responsibility of the post

### **3. Personal Specification – essential**

- Educated to Level 2 or equivalent in administration
- Understanding of effective office administration procedures

- Excellent communication skills
- Commitment to customer care
- Experience of supporting volunteers
- Confident using ICT, databases, Microsoft Office/Excel, digital mailing systems, websites
- High standard of accuracy
- Able to work on own initiative and unsupervised
- Able to be flexible and adapt services in line with needs
- Commitment to improving services
- Able to analyse information and compile reports for monitoring and evaluation purposes
- Understanding of diversity and ability to apply the principles of equality

#### 4. Person Specification – desirable

- Interest in gaining new skills relevant to the post
- Understanding of the dynamics of the voluntary and community sector and its operating environment
- Experience in collating complex monitoring information
- Understanding of working to Quality Standards
- Commitment to the ethos of the charity

#### 5. Details

- Job ref: PSO WL – main office location will be Gainsborough
- The post requires the postholder to work with other staff within Voluntary Centre Services and partner agencies, and will involve travel to meetings/events in other locations as required
- The postholder reports directly to the Area Co-ordinator of the relevant VCS office
- The employer is Voluntary Centre Services (Urban Challenge Limited), contract issued on appointment
- Hours per week are XX , to be worked during the normal office hours of 8.30am- 4.30pm Monday to Friday (specific day/s to be confirmed in line with project requirements) but occasional work outside of normal office hours may be required, by agreement with the employee.
- Salary £7,920 per annum for 16.5 hours per week
- 96 hours annual leave per annum
- Access to relevant training
- Stakeholder pension arrangements are available
- Company health insurance
- Post currently funded for six months

Please submit expressions of interest to Heather Arnatt, Area Co-ordinator West Lindsey by **6pm on Monday 1<sup>st</sup> January 2018** . Please provide an overview of your suitability for the post against the criteria outlined above in the Job Tasks and Person Specification.