

# **Bexley Voluntary Service Council**



## **Recruitment Pack**

### **Administrative Officer – August 2021**

## **Information for applicants**

### **Bexley Voluntary Service Council's Vision, Mission and Values**

#### **Vision** – *what we would like the world to look like*

There is a strong sustainable and influential voluntary and community sector that is able to make a positive impact to people's lives in Bexley

#### **Mission** – *how BVSC proposes to get there*

BVSC will towards this vision by building the resilience, reach and voice of the voluntary and community sector in Bexley

#### **Values:** *the cultural beliefs of organisation - how the organisation and the staff within the organisation behaves and how we operate*

We believe in:

- Integrity, honesty and transparency
- Showing respect
- Being responsive
- Being positive and proactive
- Working in partnership
- Learning and improving
- Maintaining our independence
- Safeguarding and professional boundaries

#### **Our Aims:**

- 1) To support the development and sustainability of voluntary and community organisations in Bexley
- 2) To continue to provide an effective voice for the voluntary sector and their service users
- 3) To create and maintain an influential and supportive relationship between the local VCS and its public sector partners
- 4) To enable collaboration between voluntary and community organisations and with other partners
- 5) To ensure that BVSC remains the hub for volunteers and volunteering in Bexley
- 6) To support organisations to identify and respond to needs within the community
- 7) To ensure that BVSC has the resources for continuous improvement and development

## **Job Description**

Post:	Administrator (office based)
Responsible to:	Operations Manager
Hours:	35 hours
Probationary period:	6 months
Salary:	NJC Pt 7 - 11 £22,155 - £23,833 (inc OLW)

### **Purpose of Job**

This is a key role at BVSC – a varied, interesting, creative role that requires a sound background in IT, database management, website maintenance, administration and supporting a large team. Your role will include;

- Managing the admin structures needed for the smooth running of the BVSC office
- Reviewing, refining and managing our database and Community Directory
- Ensuring the website is up to date, 'live' and reviewed regularly
- Processing and managing BVSC memberships
- Providing administrative support to the CEO and Operations Manager in their day to day work
- Providing basic IT support to all staff
- Managing social media accounts
- Managing room bookings and charity training events
- Managing the service contracts for the building and maintenance works

### **Principal Tasks**

The Administrator will be accountable for her/his day work to the Operations Manager and as a member of the BVSC staff team will participate in the planning of and share responsibility for ensuring the implementation of policies, priorities and working methods in line with the aims and objectives of BVSC.

The Administrator will be responsible in particular for:

### **Planning Reviewing and Organising**

- Overseeing the day to day BVSC administrative processes which will include resolving administrative and IT problems.
- Effective management of the BVSC membership and Community Lottery applications
- Team members are responsible for their own administration, however you will provide admin support to the organisation eg booking training courses, managing room bookings, minuting meetings, co-ordinating and sending monthly e-bulletins, facilitating Zoom and Teams meetings/training events
- Maintaining and updating our Database, website and Community Directory, proactively seeking to reduce gaps in service information
- Ensuring BVSC maintain a stock of up to date leaflets and promotional information for both BVSC and our member groups
- Maintaining levels of stationery and office supplies as appropriate
- Supporting the CEO and Operations Manager to ensure Board meetings and forums are planned, organised and minuted
- Ensure all electronic and paper record systems which contain sensitive or person identifiable records and stored in compliance with the Data Protection Action and our Information Governance standards
- Facilities management – ensuring maintenance contracts are up to date and renewed on time, including Health and Safety, Fire Assessments and drills, and repair works. Liaising with other building occupiers to co-ordinate use of shared space and room bookings
- To actively plan, support, administer and minute BVSC's Annual General Meeting
- To review current electronic and paper filing systems and streamline as appropriate
- To support all staff with IT queries – complex queries are outsourced to an IT support company
- To manage the BVSC Twitter, Facebook and Instagram accounts keeping them current and relevant by scheduling content created by the team.
- Raising Purchase Orders to buy equipment and services for the organisation
- Managing Petty Cash, stamps, and supplies

## **Communication**

- Supporting the BVSC team to encourage and liaise with new members
- Liaise with staff and our members to add content to the website and social media accounts, ensuring they are up to date and have relevant and topical content
- Produce monthly bulletins for the charity sector using design platforms (Canva, Sway) to produce engaging and creative content from information provided by team members
- Respond to general enquiries, answer the BVSC phone and being the first point of contact in the office, ensure delegation of this responsibility in the post holders' absence
- Communicating with all partners via email, letter and over the phone
- Being the key point of contact for all suppliers and support contracts

## **Research, Support & Development**

- The post holder will produce regular monitoring reports for senior staff
- Support BVSC and our member groups to meet quality standards
- Support smaller voluntary groups that are setting up by signposting them to information, guidance and useful resources
- Research local and national events to publicise for the charity sector
- Keep the Community Directory up to date and live with fresh content
- To undertake any other duties which the CEO or Trustees may reasonably require.

## **Person Specification**

- The post requires an experienced administrator or office manager with excellent interpersonal and communication skills
- Experience with Microsoft 365 programmes including Word, Excel, Outlook, Forms, Sharepoint and Sway
- Experience of, or willingness to learn CRM (Client Relationship Management) database systems
- Some knowledge of website maintenance (Wordpress and Drupal)
- Experience of, or willingness to learn how to use various design, communication or project planning platforms eg Canva, Trello, Adobe
- Strong leadership skills and the ability to work with initiative and with limited supervision
- A good level of English spelling and grammar, numeracy and an attention to detail with a high level of accuracy
- The ability to work as part of a team and provide efficient and professional administrative support to other office members
- The ability to prioritise own workloads and effectively manage a number of tasks at any given time
- The personality and temperament to deliver in a sometimes fast changing and busy environment
- Enthusiasm, flexibility and a positive or solution focused attitude
- Ability to contribute own ideas and solutions to the team

## **Applying for the post of Administrator**

Please read the job description and person specification and answer the following 4 questions in no more than 500 words per question.

1. What qualities and skills can you bring to this role at BVSC?
2. Please describe your experience as an administrator, with reference to the person specification?
3. Administrator is a busy and important role and can involve anything from managing the website, answering the phones and booking rooms to supporting staff with basic IT, being aware of health & safety and sharing successes on social media creatively. How do you approach learning new things quickly?
4. This post can be busy with competing priorities and deadlines. Tell us how you would manage this.

When you have completed the questions, please ensure you **include an up to date CV** with the application. We will not consider applications without all 4 questions completed **and** a CV.

Please return your application form and CV to [cpenny@bvsc.co.uk](mailto:cpenny@bvsc.co.uk) by **10am on Wednesday 18<sup>th</sup> August 2021**. Please note we will only contact you if you have been shortlisted.

## **Summary of Terms & Conditions of Employment**

### **1) Annual Leave**

Annual leave entitlement is 25 days per year. In addition, staff receive all public holidays and paid leave between Christmas and New Year. Part time staff will receive their annual leave on a pro-rata basis.

### **2) Hours of Work**

Full time hours of work are 35 per week excluding lunch. Core hours are 9.30am to 4.00pm.

### **3) Pensions**

BVSC is able to contribute to a pension scheme for eligible employees. Eligible employees must contribute a minimum of 3% of salary, BVSC will contribute 6%.

### **4) Sickness Provision**

During the first year of service staff will be entitled to 1 month full pay and 1 month half pay, after 6 months of service. Thereafter it will increase with service to a maximum of 3 months full pay and 3 months half pay.

### **5) Travel**

Any travel within the borough and to neighbouring boroughs will be reimbursed at the Inland Revenue tax-free rate.

### **6) Commitment to Training & Development for all Staff**

BVSC recognises the importance of continuous learning and development to both the individual and the organisation.