



JOB DESCRIPTION

BUSINESS SUPPORT ASSISTANT (PART TIME)

BASE: Headway Centre

RESPONSIBLE TO: Corporate Services Director

HOURS OF WORK: Monday – Friday, 16 hours a week between Monday to Friday (with flexibility to work up to 25 hours when required – to be reviewed at contract end)

ROLE:

To provide support to the Corporate Services Director in the day to day smooth running of the HR, Finance, Fundraising, Facilities and Admin functions, with a focus on Outcomes Monitoring and Reporting and improving standards across the organisation. To work within the framework and spirit of Headway's ethos, policies and procedures.

MAIN RESPONSIBILITIES:

Directors' Support:

1. Reporting to the Corporate Services Director and providing general support to ensure a smooth communication and understanding of systems and procedures across all departments.
2. Supporting the Corporate Services Director and Services & Development Director on ad hoc Charity projects where admin support is required.
3. Preparing and collating papers for Board Meetings and the AGM (taking minutes).
4. Updating the Risk Register.
5. Supporting with communications to trustees, staff and managers.
6. Fielding info@ emails to the relevant person or responding as appropriate.
7. Supporting the fundraising and marketing programme.

Outcomes Monitoring & Reporting:

8. Collating, presenting and analysing data and information for outcomes monitoring and reporting purposes – liaising with seniors and managers for updated data and information.
9. Creating and sending out Satisfaction Surveys to service users and carer groups and analysing feedback received to help with continuous improvements and outcomes reporting
10. Presenting data gathered in a clear, concise and easily understood format using pie charts, tables, graphs and spreadsheets and ensuring that deadlines are diarised, chased and met.
11. Ensuring that quarterly contract reports with the local authorities are completed on time – liaising with the Services Manager to ensure figures and stats are up to date and accurate.
12. Assisting with the monitoring and reporting of complaints and compliments as part of the overall outcomes monitoring process.

HR Administration:

13. Assisting with recruitment and general HR administration ie., references and DBS checks, new starter forms, letters, filing, preparing volunteer and employee handbooks.
14. Updating staff training records and helping book training workshops, seminars and courses with external providers.
15. Setting up staff with email, ID passes and initial basic computer training as part of the induction programme.
16. Sending out annual personal update forms to staff and volunteers and updating Caresolve and other systems where contact details are recorded.

Volunteer Support:

17. Helping organise and run volunteer open days/stands, work experience and student placements.
18. Updating Volunteer records and helping promote the volunteer programme.
19. Dealing with general volunteer enquiries, sending out application packs and assisting with the induction and welfare of volunteers alongside the Reablement & Wellbeing Lead and Corporate Services Director.
20. Overseeing delegated work to office volunteers and reporting any issues or concerns.

IT & Facilities Support:

21. Supporting the Centre staff and Lead with any property maintenance and issues and reporting faults to the relevant contact for telephones, mobiles, computers, alarms, health, fire and safety (organising annual PAT testing with the NBT Estates and ensuring works are complete).
22. Dealing with the renewal of any business insurances and professional memberships.
23. Placing stationery and equipment orders and ensuring that the "best price" is sourced where possible.
24. Overseeing the maintenance of the photocopier and other office equipment, ordering and recycling cartridges, resolving mechanical issues and inducting staff.
25. Ensuring through the team of volunteers that the stationery room is tidy and hazard-free.

Quality Controls:

26. Supporting the Corporate Services Director with the updating of the Policies & Procedures manual and ensure that new staff are reading and signing to confirm their understanding.
27. Supporting the Data Controller (Corporate Services Director) on GDPR practices and procedures.
28. Assisting with quality based projects and programmes ie., PQASSO, Salesforce CRM implementation and Disability Confident programmes – liaising with partners and providers where required.
29. Assisting with potential local authority audit visits - liaising with the management team to prepare for any audits to ensure that paperwork and systems are in place.

Other Duties:

30. To be supportive of fundraising activities, events and other Charity activities and to offer help to colleagues through busier periods.
31. To develop and maintain effective working relationships with the staff, trustees, volunteers, service users and their families/carers and corporate supporters.

General:

This job description is not an exhaustive list of duties, but is intended to give a general indication of the range of work undertaken. It will vary from time to time in the light of changing demands and the priorities of Headway Bristol. Major changes in the range of work undertaken will only be carried out after consultation with the job holder.

PERSON SPECIFICATION

SKILLS AND EXPERIENCE REQUIRED:

- Able to handle matters of a confidential, sensitive and personal nature, and adhere to and promote correct HR policy and procedure throughout the organisation.
- The ability to write clear and cohesive communications.
- To be able to work independently and as part of the wider team; prioritise tasks and duties; manage interruptions and meet deadlines.
- Possess excellent interpersonal and communication skills, and experience of researching, collating and presenting data as part of business analysis and reporting procedures.
- Confident and accurate IT and database management skills ie., MS Office, Caresolve, and other IT support systems.
- Experience of taking minutes and preparing minutes.

BEHAVIOURS REQUIRED:

- Focused on maintaining high standards
- Supportive of continuous improvements
- Displays respect and integrity with others
- Shows initiative and a common sense approach
- Able to promote good working relationships
- Supportive of the Charity's aims and objectives