**JOB PROFILE**

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| **POST:** | Business Support Officer  |
| **SALARY:** | £20,444 - £21,269 |
| **HOURS:** | 35 per week  |
| **LINE MANAGER** | Dependent on placement |
| **RESPONSIBLE FOR:** | No direct reports |
| **DURATION:** | Permanent contract |
| **LOCATION:** | Dependent on placement |

This post has been assessed and confirmed as open to women only under the Equality Act 2010, schedule 9, part 1

**JOB PURPOSE:**

The post holder will be responsible for providing comprehensive, high quality administration support to the organisation. This may require supporting a specific team or working across a number of teams as required.

**MAIN DUTIES AND RESPONSIBILITIES:**

1. Responsible for providing administration support including printing, photocopying, filing, archiving, producing letters and reports, preparing papers and training materials, organising and scheduling events including trainings and meetings, setting up rooms and making travel arrangements
2. Support individual teams with data collection, input and evaluation, producing reports as required
3. Collate feedback from stakeholders, analyse and report to relevant manager
4. Be the first point of contact both on the telephone and the door for visitors, contractors and deliveries to site, confidently dealing with queries and signposting where necessary.
5. Managing the organisation’s general email inboxes by dealing with queries and forwarding emails to relevant persons
6. Be an active contributor on either the Digital Media Group which maintains and develops our website and social media platforms OR the Wellbeing Group, an employee-led group that provides a newsletter and arranges wellbeing activity for staff
7. Maintain adequate stationery supplies as needed using the internal purchase order system
8. Issuing mobile phones and laptops to staff, providing training where necessary, and maintaining the relevant asset register
9. Assist in the creation and maintenance of internal and external communications such as newsletters, Annual Report, website
10. Undertake daily/weekly/monthly health and safety checks on site and grounds to ensure compliance with legislative requirements in respect of fire safety, electrical testing, water safety etc. as well as being comfortable and safe for employees to work in

**GENERAL:**

1. To follow confidentiality procedures as required by PTMWA and statutory legislation
2. To identify own training and development needs and participate in all training courses relevant to PTMWA’s commitment to providing high quality services
3. To work at all times with due regard to all the policies and procedures of PTMWA, both operational and non-operational, and participate in their development and amendment where required
4. To support awareness raising and fundraising efforts by contributing to, and participating in, publicity fairs and other events that promote and enable sustainability of PTMWA’s services
5. To be mobile and work across all areas of the city as required
6. Identify own training and development needs and participate in all training courses relevant to Pankhurst Trust commitment to providing high quality services
7. Willingness to work outside normal working hours including evenings and weekends to participate in promotional, fundraising and income generating events, activities and other duties as may be reasonably required by the organisation

**OTHER:**

* This post may be subject to an enhanced DBS check which will be carried out immediately on completion of a job offer being made and again every 3 years. Failure to engage in the completion of the relevant DBS application may result in the job offer being withdrawn
* This job description attempts to cover the main duties of the post but is not intended to provide an exhaustive list of tasks. The post holder is therefore expected to undertake any other reasonable duties within the scope of the role as specified by their line manager

**Organisational values**

Our staff, service users and volunteers have contributed to, and developed, a set of values that reflect who we are, what we do and why we do it. We are proud to state we are:

 **Generous: sharing our skills, creating energetic positive links, and thriving together**

**Affirming: supporting and inspiring, paying attention to discover what matters**

**Courageous: challenging inequality, stepping forward and making change**

**Rooted: secure and participating in our communities, nurturing a sense of belonging**

**PERSON SPECIFICATION**

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| **CRITERIA** | **ESSENTIAL/****DESIRABLE** | **ASSESSED** |
| **EDUCATION/QUALIFICATION** |
| A minimum of GCSE grade 4 or equivalent in English and Mathematics or equivalent work experience | **E** | Application Form |
| A relevant administration qualification e.g. Business Administration level 2/3 | **D** | Application Form |
| Willingness to undertake training in health and safety related courses e.g. 1st Aid, fire warden | **E** | Interview |
| **EXPERIENCE KNOWLEDGE AND SKILLS** |
| Recent relevant experience in an administrative role | **D** | Application Form/Interview |
| Experience in creating and maintaining spreadsheets, letters and publications | **D** | Application Form/Interview |
| A proven excellence in numeracy, literacy, report writing and IT skills | **E** | Application Form/Interview |
| Experience of using software and/or databases to record information and deliver accurate reports | **D** | Application Form/Interview |
| An ability to prioritise workload and deliver in a timely manner and with minimum supervision | **E** | Application Form/Interview |
| Has a “can do” attitude and a team player approach to their work and relationship with colleagues | **E** | Application Form/Interview |
| Is a confident user of IT equipment and can provide basic troubleshooting support  | **D** | Application Form/Interview |
| Has an understanding of confidentiality and personal boundaries | **E** | Application Form/Interview |
| Has an understanding of data protection and can apply it as necessary | **D** | Application Form/Interview |
| Has an understanding of Health and Safety legislation and how it informs our ways of working | **D** | Application Form/Interview |
| Able to critically assess own performance and reflect on own practice, making changes where necessary | **E** | Application Form/Interview |
| Able to manage, with training where necessary, physically demanding tasks such as moving between locations files and stock (any reasonable adjustments requested will be considered for this desirable criteria) | **D** | Application Form/Interview |
| **OTHER** |
| Understanding of, and commitment to, equal opportunities and anti-discriminatory practice | **E** | Application Form/Interview |
| Willingness to undertake training and a commitment to continuous personal development  | **E** | Application Form |
| Willingness to work flexibly and able to travel to different sites and venues | **E** | Application Form |

**Post Holder Signature:
Date:**

**Line Manager Signature:
Date:**