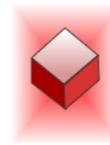


Communications and Administrative Support Officer



THE SELBY TRUST
Many Cultures, One Community

JOB DESCRIPTION

Objectives:

To provide support to the Chief Executive with high quality administrative support for the efficient and effective management of the Selby Trust's governance function, training and development programmes, projects and partnerships, income generation and sustaining continuous improvement.

KEY CORPORATE RESPONSIBILITIES

1. To service board of trustee meetings, AGMs, sub committees and other relevant meetings, including preparing board papers and packages for timely dissemination.
2. To keep membership records and subscriptions up to date.
3. Keeping up-to-date records of trustees online and offline, and with Companies House and the Charity Commission.
4. Staying abreast of legislative changes affecting social enterprises, charities, the voluntary sector, and the Selby Trust as good practice employers.
5. Support Reception staff with volunteers to undertake regular routine tasks such as photocopying, updating data bases, leafleting
6. Liaising internally with staff teams, to establish a relevant and timely annual schedule of team meetings, training and information sessions, away days and visits.
7. Receiving visitors, providing information about the Trust and the context they work in.
8. Attend internal and external meetings as required to represent the Selby Trust.

OFFICE ADMINISTRATION:

1. Organise and manage the administration of the Chief Executive's office so it runs smoothly at all times.
2. Receive and assess Chief Executive's incoming communications, responding directly to routine matters, or forwarding appropriately, and where necessary obtaining required information from other departments to enable appropriate action.
3. Prepare documentation on behalf of the Chief Executive, and when relevant and by consultation with the Chief Executive, members of the Senior Management Team, to optimise use of their time.
4. Schedule appointments, co-ordinate travel, accommodation, and itineraries, to meet requirements
5. Creating internal and external newsletters, and e-bulletins using Salesforce, Prezzi and other relevant software packages, such as Microsoft Power-Point to an executive level.
6. Disseminating information about the organisation online when required and appropriate, in line with the organisation's PR and communications plan.

PROJECT LIASION:

Work with the CEO, to:

1. Acquire an overview of projects delivered by the Selby Trust and to facilitate project managers to track and report their progress against clear milestones and indicators.
2. Undertake special projects involving internal and external research and liaison, on behalf of the Chief Executive, ensuring requirements and relevant standards are met.
3. To ensure all relevant information is appropriately gathered by project managers and officers, appropriately collated and presented for review, evaluation and monitoring.

INCOME GENERATION

1. Maintain a database of active funding applications and tender submissions, shared with a team of trustees, staff and volunteers contributing to proposal planning and completion.
2. Assist in bid preparation as required, ensuring compliance with documentary and follow up reports and expenditure claims.
3. File funding and project agreements, ensuring their timely signature by appropriate and authorised signatories' submission.

Experience:

- Experience in providing effective administrative support in a UK charity context
- Highly literate and numerate with strong proficiency in computer skills
- Comfortable with learning new communication tools and systems
- Able to work effectively as a point of liaison on behalf of senior management
- Able to write minutes accurately
- Able to schedule and work to deadlines effectively
- Able to write and present reports clearly
- Excellent presentation skills
- Strong people skills and willingness to learn from, encourage and support others from a wide range of backgrounds and circumstances

PERSON SPECIFICATION

Characteristics and competencies will be assessed through a combination of application form or CV & personal statement, assessment day and interviews

| Core competencies | Key characteristics |
|---|--|
| Experience in providing effective administrative support service in a UK charity context | <ul style="list-style-type: none"> • Minimum 2 years of organising paperwork in an office environment, initiating the establishment of office systems including filing, in paper and electronic formats • Undertaking diary management • Understand the operational context of charities and the issues facing charities generally and community hubs |
| Highly literate and numerate with strong proficiency in computer skills | <ul style="list-style-type: none"> • Able to use Microsoft Excel and MS Office • Have a basic understanding of the need for financial probity in a charity environment |
| Comfortable with learning new communication tools and systems | <ul style="list-style-type: none"> • Interest in learning to use social media e.g. Twitter, Facebook etc • Understanding of the importance in planning online content • Demonstrating willingness to stay abreast of contemporary software and systems • Prepared to receive training in Quickbooks, Salesforce and then use those packages to generate reports. |
| Able to work effectively as a point of liaison on behalf of senior management | <ul style="list-style-type: none"> • Minimum 18 months of providing administrative support to a senior manager • Demonstrating capacity to be a key focal point of contact for the organisation to support senior management |
| Organisational skills and literacy | <ul style="list-style-type: none"> • Self-organised and with high level of self-motivation to achieve in the role; • Flexible. Available to manage own time effectively and occasionally work anti-social hours (evenings, weekends) as necessary; • Excellent literacy skills, to keep track of documents, their storage and with good labelling; |
| Able to schedule and work to deadlines effectively | <ul style="list-style-type: none"> • Strong time management skills to help accomplish targets in a timely fashion • Demonstrate forward planning skills |
| Able to write minutes accurately | <ul style="list-style-type: none"> • Experience of minute taking • Familiar with the conventions of taking effective minutes |
| Communication skills Maturity and emotional intelligence | <ul style="list-style-type: none"> • Able to learn to listen deeply for facts and feelings, empathise with others and identify verbal and non-verbal communication cues; • Able to create and sustain meaningful conversations with those you might not usually speak to: gently leading, encouraging and uncovering feelings and opinions; • Respectful, open, and sensitive to others' history and experience. Sensitive to local cultures and languages. Positively committed to anti-discriminatory practice and social justice; • Able to develop an understanding of power and influence and willing to explore the root causes of (dis)empowerment issues in communities; • Has personal integrity. Willing to be accountable and adhere to the Code |

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| | of Conduct, understand confidentiality and Data Protection issues. |
| Able to write and present reports clearly | <ul style="list-style-type: none"> • Experience of writing reports and summaries • Experience of presenting one's work to a meeting or an audience |
| Enterprising mindset Strategic awareness and behaviour | <ul style="list-style-type: none"> • Dynamic, motivated, energetic and creative with a can-do approach to problem-solving; • Able to motivate and inspire. Enjoys and values helping others achieve and develop their potential; • Able to understand and deal with competing agendas; • Understands the context and practice of community action. |
| A commitment to reflection – action Relationship building | <ul style="list-style-type: none"> • Willingness to develop an awareness of own power and ego and able to put aside their own agenda to listen without prejudging; • Reflective and self-aware: to be alert, adaptable and responsive and focussed in the moment; to reflect both in action and on action; • Committed to self-development and learning: able to apply, transfer and build on what they do. Willing to support the learning of others - including fellow trainees and the wider community; • Able to work constructively in team situations; • Able to relate to and connect with a wide range of different people |
| Resilience and robustness Streetwise | <ul style="list-style-type: none"> • Able to take challenge and constructive criticism; • Able to overcome negative and apathetic attitudes. • Shows persistence and tenacity to achieve outcomes • Able to deal with setbacks • Has a versatile and flexible approach to the work • Demonstrates shrewd awareness, experience and resourcefulness |

USEFUL EXPERIENCE AND SKILLS

Please tell us if you have skills or experience in any of these areas – they are not essential but any will come in useful in undertaking this role. This information will not be used to shortlist applicants it is for information purposes only.

- Knowledge of local area
- Community action or organisation
- Community development
- Community enterprise
- Campaigning
- Staff recruitment and people management
- Group facilitation
- Project planning, development and budgeting
- Negotiation or mediation (within voluntary, public and business sectors)
- Customer and public relations
- Social and market research
- Journalism and media
- Sales and merchandising
- Business and marketing experience
- Fundraising

Terms and Conditions:

Employer: The employment contract will be with the Selby Trust

Timescale: Subject to the applicant's reasonable notice period if in an existing post or if you are not currently employed, within a reasonable time period, as agreed with the Selby Trust.

Terms and conditions: 25 days annual leave per annum.

Supervision and support: Support and supervision will be provided by the Chief Executive at the Selby Trust.

Accountable to: Chief Executive

Application

Please use the Application form and not submit a CV. You should clearly show how you meet the essential and preferred criteria. Appointment is subject to satisfactory references and criminal disclosure procedures.

Closing Time and Date: 21st August 2017 at 10am. Late applications will not be accepted.

Please send application to:

- **Email (preferred):** Reception@selbytrust.co.uk marking your subject line "Communications and Administrative Support Officer Application"
- **Post:** Selby Trust, Selby Centre, Selby Road, Tottenham, London, N17 8JL