



THE SELBY TRUST  
Many Cultures,  
One Community

## Selby Trust

Selby Centre, Selby Road, Tottenham, London, N17 8JL

Website: [www.selbytrust.co.uk](http://www.selbytrust.co.uk)

facebook.com/selbytrust twitter: @selbytrust

Email: [selbytrust@aol.com](mailto:selbytrust@aol.com)

Tel: 020 8885 5499 Fax: 020 8493 8517

Dear Applicant

21<sup>st</sup> November 2017

### Re: Communications and Administrative Support Officer

Thank you for your enquiry about the above post, please find enclosed:

- Advertisement
- Information about the Selby Trust
- Job description, Person Specification and Terms and Conditions
- Application Form
- Diversity monitoring form
- Criminal Convictions Disclosures Form

Further information about the Selby Trust is available at [www.selbytrust.co.uk](http://www.selbytrust.co.uk).

You can apply by completing an application form (available in Microsoft Word format which you can word process using a computer). It should clearly show how you meet the criteria for Communications and Administrative Support Officer as outlined in the person specification.

A completed application form (available in Microsoft Word format on [www.selbytrust.co.uk](http://www.selbytrust.co.uk) ) with a diversity monitoring form must be returned to Selby Trust, Selby Centre, Selby Road, Tottenham, London N17 8JL or by email to [reception@selbytrust.co.uk](mailto:reception@selbytrust.co.uk) by **Friday 5<sup>th</sup> January 2018 @ 10 am. The interviews are scheduled for 12<sup>th</sup> January 2018.**

Thank you for your interest in working with the Trust is look forward to hearing from you.

Yours faithfully

Sona Mahtani  
Chief Executive



# Communications and Administrative Support Officer



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## **JOB DESCRIPTION**

### **Objectives:**

To provide support to the Chief Executive with administration systems and support to efficiently and effectively organise the Selby Trust's meetings, training, projects and partnerships, income generation and quality standards work.

### **KEY CORPORATE RESPONSIBILITIES**

1. To take minutes and notes at board and Senior Management meetings, AGMs, and other relevant meetings, helping the Chief Executive prepare board papers and packages for timely dissemination.
2. To keep membership records and subscriptions up to date.
3. To keep up-to-date records of trustees online and offline, and with Companies House and the Charity Commission.
4. To stay abreast of legislative changes affecting social enterprises, charities, the voluntary sector, and the Selby Trust as good practice employers, and incorporate in the staff handbook.
5. To support Reception staff with volunteers to undertake regular routine tasks such as phone cover, photocopying, updating data bases, leafleting
6. To liaise internally with staff teams, to establish a relevant and timely annual schedule of team meetings, reports, training and information sessions, away days and visits.
7. To receive visitors, providing information about the Trust and the context we work in.
8. On occasion, attend internal and external meetings as required to represent the Selby Trust.

### **OFFICE ADMINISTRATION:**

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

### **PROJECT LIAISON:**

Work with the CEO, to:

1. Acquire an overview of projects delivered by the Selby Trust and to facilitate project co-ordinators 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. Ensure all relevant information is appropriately gathered by project managers and officers, appropriately collated and presented for review, evaluation and monitoring.

## INCOME GENERATION

1. To 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. To assist in bid preparation as required, ensuring compliance with documentary and follow up reports and expenditure claims.
3. To file funding and project agreements, ensuring their timely signature by appropriate and authorised signatories' submission.

### Experience:

- Experience in providing a high standard of administrative support
- 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

<b>Core competencies</b>	<b>Key characteristics</b>
<b>Experience in providing effective administrative support service</b>	<ul style="list-style-type: none"> <li>• Minimum 2 years of organising paperwork in an office environment, initiating the establishment of office systems including filing, in paper and electronic formats</li> <li>• Undertaking diary management</li> <li>• Understand the operational context of charities and the issues facing charities generally and community hubs</li> </ul>
<b>Highly literate and numerate with strong proficiency in computer skills</b>	<ul style="list-style-type: none"> <li>• Able to use Microsoft Excel and MS Office</li> <li>• Have a basic understanding of the need for financial probity in a charity environment</li> </ul>
<b>Comfortable with learning new communication tools and systems</b>	<ul style="list-style-type: none"> <li>• Interest in learning to use social media e.g. Twitter, Facebook etc</li> <li>• Understanding of the importance in planning online content</li> <li>• Demonstrating willingness to stay abreast of contemporary software and systems</li> <li>• Prepared to receive training in Quickbooks, Salesforce, Powerpoint, Prezzi and then use those packages to generate reports.</li> </ul>
<b>Able to work effectively as a point of liaison on behalf of senior management</b>	<ul style="list-style-type: none"> <li>• Minimum 12 months of providing administrative support to a senior manager</li> <li>• Demonstrating capacity to be a key focal point of contact for the organisation to support senior management</li> </ul>

<b>Organisational skills and literacy</b>	<ul style="list-style-type: none"> <li>• Self-organised and with high level of self-motivation to achieve in the role;</li> <li>• Flexible. Available to manage own time effectively and occasionally work anti-social hours (evenings, weekends) as necessary;</li> <li>• Excellent literacy skills, to keep track of documents, their storage and with good labelling;</li> </ul>
<b>Able to schedule and work to deadlines effectively</b>	<ul style="list-style-type: none"> <li>• Strong time management skills to help accomplish targets in a timely fashion</li> <li>• Demonstrate forward planning skills</li> </ul>
<b>Able to write minutes accurately</b>	<ul style="list-style-type: none"> <li>• Experience of minute taking</li> <li>• Familiar with the conventions of taking effective minutes</li> </ul>
<b>Communication skills</b>  <b>Maturity and emotional intelligence</b>	<ul style="list-style-type: none"> <li>• Able to learn to listen deeply for facts and feelings, empathise with others and identify verbal and non-verbal communication cues;</li> <li>• Able to create and sustain meaningful conversations with those you might not usually speak to: gently leading, encouraging and uncovering feelings and opinions;</li> <li>• Respectful, open, and sensitive to others' history and experience. Sensitive to local cultures and languages. Positively committed to anti-discriminatory practice and social justice;</li> <li>• Able to develop an understanding of power and influence and willing to explore the root causes of (dis)empowerment issues in communities;</li> <li>• Has personal integrity. Willing to be accountable and adhere to the Code of Conduct, understand confidentiality and Data Protection issues.</li> </ul>
<b>Able to write and present reports clearly</b>	<ul style="list-style-type: none"> <li>• Experience of writing reports and summaries</li> <li>• Experience of presenting one's work to a meeting or an audience</li> </ul>
<b>Attitude to work</b>  <b>Time management</b>	<ul style="list-style-type: none"> <li>• Dynamic, motivated, energetic and creative with a can-do approach to problem-solving;</li> <li>• Proactive and values helping others achieve and develop their potential;</li> <li>• Able to deal with competing priorities and focus on completion of tasks.</li> <li>• Strong completer and finisher.</li> </ul>
<b>A commitment to reflection – action</b>  <b>Relationship building</b>	<ul style="list-style-type: none"> <li>• Willingness to develop an awareness of own power and ego and able to put aside their own agenda to listen without prejudging;</li> <li>• Reflective and self-aware: to be alert, adaptable and responsive and focussed in the moment; to reflect both in action and on action;</li> <li>• Committed to self-development and learning: able to apply, transfer and build on what they do. Willing to support the learning of others - including colleagues and the wider community;</li> <li>• Able to work constructively in team situations;</li> <li>• Able to relate to and connect with a wide range of different people</li> </ul>
<b>Resilience and robustness</b>  <b>Streetwise</b>	<ul style="list-style-type: none"> <li>• Able to take challenge and constructive criticism;</li> <li>• Able to overcome negative and apathetic attitudes.</li> <li>• Shows persistence and tenacity to achieve outcomes</li> <li>• Able to deal with setbacks</li> <li>• Has a versatile and flexible approach to the work</li> <li>• Demonstrates resourcefulness</li> </ul>

## 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
- Recruitment
- 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:** 6<sup>th</sup> January 2018 at 10 am. Late applications will not be accepted.

**Interviews will be on 12<sup>th</sup> January 2018.**

### Please send application to:

- **Email:** [reception@selbytrust.co.uk](mailto: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

