**JOB PROFILE**

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| **POST:** | Business Support Officer  |
| **SALARY:** | £18,434 |
| **HOURS:** | 35 per week  |
| **LINE MANAGER** | Senior Business Support Officer |
| **RESPONSIBLE FOR:** | No direct reports |
| **DURATION:** | Permanent (subject to funding) |
| **LOCATION:** | Pankhurst Centre, M13 9WP |

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 Central Services Team. The team is responsible for finance, HR, IT, buildings management, performance management, training and events and the post holder will be required to assist wherever required.

**MAIN DUTIES AND RESPONSIBILITIES:**

1. Responsible for providing administration support to the Central Services Team and Board of Trustees including printing, photocopying, filing, typing letters and reports, preparing papers, organising events and making travel arrangements
2. Be the first point of contact both on the telephone and the door for visitors, contractors and deliveries to the Centre
3. Answering the main telephone line for the organisation and dealing with queries by phone, email and social media
4. Managing the organisation’s general email inboxes by dealing with queries and forwarding emails to relevant persons
5. Maintain adequate stationery supplies as needed using the internal purchase order system
6. Support the preparation of meetings e.g. Board and AGM
7. Assist with the maintenance of the organisation’s archiving process for finance and HR files
8. Issuing mobile phones and laptops to staff and maintaining the relevant asset register
9. Assist in the creation and maintenance of internal and external communications such as newsletters and the website
10. Support the members of senior management with any reasonable working requests
11. Assist with the production of monitoring and evaluation reports
12. Undertake daily health and safety checks at the Pankhurst Centre and grounds to ensure the Centre complies 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. Work at all times with due regard to policies and procedures of Pankhurst Trust, including financial regulations, participating in their development and amendment where required
8. 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 is 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 or equivalent in English and Mathematics | **E** | Application Form |
| A relevant administration and/or 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** |
| Good numeracy, literacy, report writing and IT skills | **E** | Application Form/Interview |
| Experience in creating and maintaining spreadsheets, letters and publications | **D** | Application Form/Interview |
| An understanding of the voluntary sector  | **D** | Application Form/Interview |
| Recent relevant experience in an administrative role | **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 team player approach to their work and relationship with colleagues | **E** | Application Form/Interview |
| Good verbal and written communication skills  | **E** | Application Form/Interview |
| Has an understanding of confidentiality and personal boundaries | **E** | Application Form/Interview |
| Ability to prepare and present reports in a professional, concise and meaningful manner | **E** | Application Form/Interview |
| Able to critically assess own performance and reflect on own practice, making changes where necessary | **E** | Application Form/Interview |
| Must be able to manage, with training where necessary, physically demanding tasks such as moving between locations files and stock  | **E** | 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:**