



## Job Description

**Post:** Business Assistant (part time)

**Salary Scale:** £22,093.50 per annum for 37.5 hours per week. Fixed term contract - Initially for a period of 3 months with the possibility of extension.

**Responsible to:** Business Manager

**Responsible for:** supporting the running of the operational systems, processes and policies to underpin and support Family Voice's team and core work

**Direct reports:** input to the Business Manager's monthly business team update

**Liaising and co-ordinating with:** Business Manager and Operations Team

**Part of:** Operations Team

### Purpose and scope of the job

Family Voice Surrey champions the needs and rights of SEND families in Surrey: families with children or young adults up to the age of 25 who have special educational needs, chronic illness, including mental health conditions, or disabilities.

Family Voice Surrey, a small registered charity, is Surrey's parent carer forum. We know parent carers are the best people to help identify any problems families experience with getting the right support for their children and to define and shape services to meet needs.

This post will:

- Support the operational systems, processes and policies to underpin and support Family Voice's team and core work: in particular membership services, finance, events and communications
- Support the Business Manager in implementing the systems and policies that underpin the work of the organisation
- This is a multi-faceted, hands-on role

## **Key duties and responsibilities**

### **Facilities**

- Undertake aspects of the day to day running of the charity's office and office systems, including compliance with the office procedures/processes.

### **IT**

- Within the role ensure their work complies with GDPR, guided by the Head of Business, Planning & Development to ensure compliance
- Update and help manage the membership database ensuring GDPR and privacy compliance at all times.

### **Human Resources**

- Support the Business Manager in organising induction, and induction training and general training for staff, volunteers and trustees
- Be a point of contact for the District & Borough Coordinators and support the Engagement Manager and Participation Managers in managing them.
- Support the Business Manager in the DBS process for all staff and volunteers, as required.

### **Governance Support**

- Take minutes/record actions and circulate within 3 working days of each meeting, as required

### **Member Services**

- Support the Business Manager in the planning and production of monthly newsletters (internal and external)
- Help with updating the content and refreshing of charity website
- Work with the Operations Team on ways to further grow membership of parent carers, associate and partner members, and to build and maintain effective relationships
- Help the Head of Business & Planning in providing pastoral care and support for the charity's representatives and volunteers including social events

### **Events Management**

- Support the Operations Team in the charity's development and planning for the annual programme of events, including the Annual Meeting, AGM and other parent carer events
- Support with the practical organisation and running of the events including venues, speakers, accommodation and travel, marketing, sponsorship, communications and publicity.

### **Communications**

- Manage the Contact@, Questions@, Jobs@ mailbox - emails checked and replied to daily, meeting invitations added to the calendar daily, new members contacted weekly, new members added to the database weekly
- Support the CEO, Business Manager and Operations Team to coordinate the charity's internal and external communications, across all work areas, including producing newsletters, and other communications via post, the website(s), blogs, social networking sites and other digital media

## Person Specification - Support Services Assistant

As part of your written application you will need to demonstrate and provide evidence of the following criteria in your written application. Please include voluntary, unpaid and paid work.

|  | Essential | Desirable |
|--|-----------|-----------|
| <b>Experience</b>  |           |           |
| At least 2 years office management experience (desirable preferably in a charity/ Third Sector organisation)   |           | ✓         |
| Proven experience of small charity legal and regulatory obligations  |           | ✓         |
| Experience of working in a small team and having the ability to work alone using personal initiative, to manage own workload but to ask for help where necessary.  | ✓         |           |
| Working knowledge of health & safety, risk assessments and regulations and safeguarding issues.  |           | ✓         |
| Experience of managing staff and volunteers  |           | ✓         |
| Experience in management and delivery of meetings, conferences and events  |           | ✓         |
| Experience of managing projects/teams/services   |           | ✓         |
| Experience of working with Microsoft Office programmes: Outlook, Word, Excel, PowerPoint   | ✓         |           |
| Experience of working with children and young people   |           | ✓         |
| Experience of marketing, graphic design and website management.  |           | ✓         |
| <b>Skills and Abilities</b>  |           |           |
| Excellent administrative and organisational skills   | ✓         |           |
| Proven skills in communicating simply, effectively and diplomatically to a wide range of people in a variety of situations   | ✓         |           |
| Ability to work flexibly within a small team   | ✓         |           |
| Ability to manage own time and prioritise tasks and raise issues or seek help where appropriate  | ✓         |           |
| Excellent oral and written communication skills  | ✓         |           |
| Excellent IT skills: MS office, databases, website management and social media management.   | ✓         |           |
| Strong interpersonal skills and experience of working well with others at all levels (desirable preferably in dealing with children and young people who may have physical, mental or behavioural difficulties). | ✓         | (✓)       |
| Ability to deal with challenging personal issues discretion and the proper level of concern  | ✓         |           |
| <b>Knowledge and Qualifications</b>  |           |           |
| Educated to Degree Level or equivalent   |           | ✓         |
| Maths and English GCSE Level or equivalent   |           | ✓         |
| Good standard of both written and verbal English   | ✓         |           |

|  |   |   |
|--|---|---|
| Understanding of the needs of SEND children and adults (including their carers) and how to maximise their independence |   | ✓ |
| Understanding of key legislation and guidance impacting on disabled children and young people                          |   | ✓ |
| <b>Other requirements</b>  |   |   |
| Commitment to, and empathy with, the aims and objectives of Family Voice Surrey  | ✓ |   |
| Able to work occasional evenings and weekends  | ✓ |   |
| Willingness to travel across Surrey  | ✓ |   |