

## **JOB DESCRIPTION**

JOB TITLE	Business Support Assistant
SALARY	JGW rates with Living Wage Supplement Salary Scale Point 13 - £17,391 plus 6% pension contribution after six months
HOURS	37 hours per week
DURATION	Subject to annual funding review
EMPLOYER	Denbighshire Voluntary Services Council (NEWVOL)
REPORTING TO	Enterprise Development Officer
Responsible for	Volunteers
LOCATION	RUTHIN

### **1. AIM**

This is an excellent starter opportunity for a **Jobs Growth Wales applicant**, with an **interest in developing skills, knowledge and expertise in customer service, administration, stakeholder development, the third sector, volunteering and wellbeing** to support Denbighshire Voluntary Services Council based in Ruthin, North Wales. The Business Support Assistant will be a valued member of Denbighshire Voluntary Services Council.

This role involves supporting the **Chief Executive and Enterprise Lead / Management Team in providing a confidential and efficient administration service for DVSC stakeholders including the DVSC Board, Committees, DVSC members, funders and any other partners.** This can include **diary management, coordinating team meetings on behalf of the Chief Executive & Management Team and any other special projects as required.**

The role also involves **customer service and supporting and developing DVSC members to access information, advice, training and funding opportunities, referring more detailed enquiries** to members of the Volunteering & Wellbeing and Enterprise Development teams with the aim of developing voluntary and community groups and the third sector in Denbighshire.

Key aims of the post are:

- To provide a **comprehensive support service for DVSC's Chief Executive and Board and to liaise with external and internal stakeholders.**
- To work within the Business Support team whose function it is to ensure the smooth running of DVSC operations and to ensure the needs of DVSC's stakeholders and service users are met.

- To work with DVSC's Enterprise Development team, whose core function is to **provide excellent support to DVSC members and the third sector in Denbighshire with information, advice, events and outreach activities**, ensuring that the needs of DVSC's stakeholders and service users are met.
- To **aid with the managing and handling of external enquiries** to DVSC from third sector organisations, voluntary and community groups and associations for information, advice, training and funding support.
- To **provide excellent support to the third sector and DVSC members with the aim of enhancing the development and effectiveness of voluntary and community action** in key fields (governance, funding and training).
- To **support DVSC's sector support activity which includes handling member and stakeholder queries** and working closely with the team to respond to, and generate new leads through marketing, engagement, events and outreach within communities working in partnership with DVSC members and other community organisations.
- To **update and promote DVSC member information through our marketing and communication channels**, including our website, Facebook, Twitter and other social media channels as required.

There is scope for progression subject to funding.

## 2. MAIN TASKS

2.1 To support the Business Support team in the delivery of DVSC's services whilst facilitating broader DVSC stakeholder engagement.

2.2 To **aid with scheduling of Board and Committee meetings** in line with governance requirements.

2.3 To **aid the Business Support team in terms of administration** whether it be facilities, membership administration, health and safety or corporate information.

2.4 To **receive emails, phone calls, letters, booking forms, information and contact via social media in relation to DVSC's Sector Support activities**.

Using own initiative to refer these to appropriate team members.

2.5 To **provide a first class customer and administrative support function for DVSC's Sector Support service**. This would include responding to basic enquiries including information and advice in relation to governance, funding, training and other support, to local community, voluntary and charitable organisations.

2.6 To **conduct administrative duties as required to support the efficient operation of DVSC** which would include updating the database for recording KPIs which allow for monitoring of service levels.

2.7 To **ensure the room booking database is maintained** and accurate.

2.8 To **maintain records in line with DVSC's Policies** on Confidentiality and Data Protection and arrange safe keeping as required by legislation.

2.9 To **maintain records and contribute to management reports** demonstrating the results of DVSC's Sector Support activity.

2.10 To **organise or support event organisation and outreach activities** as part of the Sector Support team.

2.11 To **monitor DVSC's communication channels** which include Facebook, Twitter etc and to use a common platform to allow for scheduling messages, as well as responding to comments and providing regular updates. To aid with the development of DVSC's digital marketing and digital footprint to increase engagement.

2.12 To **support the Chief Executive by providing effective executive assistance and support** for all team and Trustee Meetings, governance or stakeholder meetings as required, providing confidential PA duties.

2.13 To **undertake any other duties consistent with the effective operation of DVSC's** Volunteering, Wellbeing and Sector Support services as directed by the Enterprise Development Lead or Management Team;

### 3 PERSON SPECIFICATION

<b>Development Assistant</b>	<b>Essential</b>	<b>Desirable</b>
<b>3.1 EDUCATION/QUALIFICATIONS</b>		
3.1.1 Good general level of education	✓	
3.1.2 Administration and IT qualifications		✓
<b>3.2 EXPERIENCE</b>		
3.2.1 Experience of working in a small collaborative team environment		✓
3.2.2 Experience of using general office computer packages – email, Excel, Word, Publisher and database inputting		✓
3.2.3 Experience of developing and maintaining administrative reporting systems.		✓
3.2.4 Experience of developing and maintaining records		✓
3.2.5 Experience of organising and maintaining meetings and events		✓
3.2.6 Experience of communicating with and supporting members and prospective members, volunteers and the public		✓
3.2.7 Experience of customer service and customer management including room bookings		✓
3.2.8 Promoting equal opportunities		✓
<b>3.3 KNOWLEDGE</b>		
3.3.1 Basic knowledge of the voluntary sector and issues that affect it in Denbighshire and in Wales.	✓	

3.3.2 Knowledge and application of accurate filing systems for hard copies of information.		✓
3.3.4 Basic knowledge of Denbighshire County and third sector organisations.	✓	
3.3.5 Knowledge of equal opportunities and willingness to work with people from a diverse range of backgrounds.	✓	
3.3.6 Knowledge and experience of a policy of 'confidentiality' within a membership based organisation.		✓
3.3.7 Knowledge and application of 'Data Protection' policies and procedures.		✓
3.3.8 Knowledge of and willingness to learn more about the third sector, volunteering and engagement.		✓
<b>3.4 SKILLS AND ABILITIES</b>		
3.4.1 Ability to work on own initiative and as part of a team.	✓	
3.4.2 Ability to take responsibility for updating and maintaining DVSC's databases.	✓	
3.4.3 Ability to prioritise own workload and effectively meet deadlines.	✓	
3.4.4 Ability to demonstrate excellent administrative skills with competence.	✓	
3.4.5 Ability to communicate effectively, both verbally and in writing.	✓	
3.4.6 Ability to initiate work and provide a constructive, problem solving approach to tasks.	✓	
3.4.5 Ability to understand instructions and to carry out duties requested by the Chief Executive and Head of Business Support and any other members of DVSC	✓	
3.4.6 Ability utilise social media.		✓
3.4.7 Ability to communicate clearly.	✓	
3.4.8 Ability to take responsibility for updating the DVSC database	✓	
<b>3.5 PERSONAL</b>		
3.5.1 Show a commitment to working towards the DVSC Mission, aims and values and within established policies and procedures.	✓	
3.5.2 Evidence of being a volunteer and an active community member.		✓
3.5.3 Commitment to lifelong learning and continuous professional development.		✓
3.5.4 Willingness to work outside of normal office hours, to travel to meetings and to work some weekends.	✓	

3.5.6 Appreciation and understanding of Welsh heritage and culture and Welsh speaking		✓
---	--	---

Employee certification:

I agree the above job description and person specification appear to be a true reflection of my duties and responsibilities at DVSC.

Signed:..... Date:.....

Countersigned by Line Manager:

I agree I have discussed the job description and person specification with ..... and am satisfied that it accurately describes the duties and responsibilities attached to the post.

Signed:..... Date:.....