

Job Description

Position title: Business Support Officer

Job status: One year Fixed contract (subject to income generation)

Hours of work: 25 hours per week (circa 0.7FTE)

Salary and Benefits: £14,186 pro-rata

Background to Job: An exciting opportunity exists for the right candidate to join the core team of a leading community charity based in Norwich. Future Projects is located in West Norwich and provides a wide range of projects and programmes for the benefit of those suffering social or economic exclusion/disadvantage. The charity seeks to employ an ambitious and organised individual to support the day-to-day operations of the charity, providing support in a wide range of operational areas across service teams. This is a new post within the organisation which may have the potential to develop, giving the right candidate the opportunity to make the role their own.

Mission statement: Our mission is to engage, inspire, educate and support the local and wider community, providing first class services and promoting community development and cohesion.

Vision statement: Our vision is that of a community which has equality of opportunity and the education, skills and confidence to overcome its social or economic disadvantages and contribute fully to society.

Future Projects manages a range of facilities and services including; industry standard recording studios, iMac media suite, Future Radio 107.8fm, Future Education (Independent Special School), post 16 support services and youth participation and engagement programmes.

Purpose of the job: As a member of the core team, the Business Support Officer will undertake a variety of tasks in order to support the management team in their day-to-day responsibilities.

The post holder will also take the lead on promoting and marketing the charity, dealing with communications and preparing fundraising appeals to grant giving trusts.

Detailed duties and responsibilities:

Appeals, Fundraising and communications

- Support the Funding Manager in the research, design, planning and evaluation of funded projects as and when required

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- Manage a portfolio of small and medium sized funders, developing excellent relationships, undertaking project monitoring and evaluation, and issuing funding reports and appeals
- Organise and coordinate marketing and communications activities, raising the charity's profile locally and regionally, and promoting projects/services in a positive manner
- Maintain and manage the charity's social media and online presence for marketing purposes including Twitter, Facebook, LinkedIn, newsletters, blogs and the charity's website
- Plan and oversee bespoke fundraising and profile-raising events and activities
- Research, prepare and plan appeal mail-outs and associated literature, utilising the appeal database/spread-sheet, and responding to funders
- Manage and monitor the localgiving charity page and donations

Office support

- Secretarial services to the Board of Trustees (and any sub-committees) in line with the Charity's governing documents, including the preparation and planning of meetings to include agenda, minutes, maintenance of Trustee information.
- Carry out various office support functions including but not limited to: dealing with incoming and outgoing post, filing and copying, reception duties, ordering office consumables, general administration and clerical tasks
- Provide PA/Secretarial support to the Chief Executive Officer
- Support the ICT & Facilities Manager to organise basic maintenance, repairs and regular servicing of the charity's facilities and equipment
- Undertake regular tests and checks of the charity's fire safety systems, maintaining accurate records
- Undertake any other such tasks as may be required from time to time

Job environment: The post-holder will work primarily within the Future Projects head office but will be expected to attend events and meetings across Norwich/Norfolk as and when required.

Supervision: The Post will be managed by the CEO. The post-holder will be subject to regular support and supervision sessions.

Key job interactions: The post holder will work closely with the Management Team and the CEO. In addition the post-holder will liaise with funders, partners, stakeholders and service users.

Health and Safety: The post holder must be aware of and comply with policies and procedures relating to health and safety, security, confidentiality, data protection and safeguarding children; and report all concerns or disclosures to the appropriate person.

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Equalities: The post holder must be aware of, support and promote diversity in all its forms, ensuring that all fundraising and project delivery activities provide equality of access for service users.

Disclosure and Barring Service Checks: This post is classed as having a high degree of contact with vulnerable adults and is exempt from the rehabilitation of offenders' act 1974. An enhanced disclosure will be sought through the DBS as part of Future Projects employment checks. Please note that additional information referring to the DBS/CRB is in the guidance notes to the application form. If you are invited to an interview you will receive more information.

Person Specification:

Experience/Skills/Characteristics	Essential	Desirable
Experience writing funding applications, formal letters and appeals to grant making trusts/foundations		✓
Experience in leading marketing activities (both digital and traditional)		✓
Experience working within the third sector		✓
Highly organised, with good attention to detail	✓	
Excellent written and communication skills	✓	
Highly personable, self-confident and able to operate effectively in all social and business environments	✓	
Strong ICT skills – particularly with Microsoft packages, online/social media and web-based systems	✓	
Experience organising and coordinating fundraising events or activities		✓
Enthusiastic, proactive and creative individual with the ability to take the initiative and plan ahead	✓	
Ability to prioritise workload, work independently, and to take direction and follow complex instructions	✓	
Willingness to work variable hours and travel if necessary	✓	
Experience in clerical, administration or secretarial roles	✓	
Committed to continuous improvement and personal development	✓	
Basic understanding of Health & Safety	✓	
Commitment to the values and ethos of the charity	✓	