Job Description

Business Support Officer

Responsible to:	Managing Director
Salary range:	NJC spinal column points 7 - 11 (£26,403–£28,142)
Normal hours of work:	21 hours per week
Holiday entitlement:	28 working days [pro rata for part-time hours]
Principal place of work:	Home and community-based working
Contract length:	Two-years fixed term – with a possible extension dependent on funding (all satisfactory to a six-month probationary review)

Job summary – main purpose of the post:

This role will provide high-quality administrative, organisational and communication support across Beyond Empower. The post holder will oversee a range of back-office duties, support board meetings and the wider staff team, act as the first point of contact for enquiries, and maintain accurate reporting and record-keeping systems. They will also directly support the Managing Director's day-to-day activities, including diary coordination and preparing documents. In addition, the role will support the administrative tasks associated with promoting the organisation, such as scheduling social media content, coordinating related activities, and helping to organise social-media-related communications.

Main duties:

1. **Information, advice and guidance.**
   - Act as first contact point for enquiries by telephone.
   - Deal with incoming correspondence, including post, emails and social media.
   - Provide basic information and advice to local people on simple enquiries about local services and choices available within them.
2. **Data management and record-keeping.**
   - Assisting the Managing Director to maintain up-to-date records of people accessing and purchasing Beyond Empower's services.

- Assisting the Managing Director in producing brief reports and collating statistics, where appropriate, including from surveys.
- Assist with basic financial administration, including processing invoices, managing small event budgets, tracking expenses, and liaising with the Finance Officer in line with financial procedures.
- Assisting the Managing Director to gather and distribute information.

3. Promotion and marketing

- Assist with scheduling social media posts and coordinating content with the team
- Maintain and keep website accurate and up to date.
- Manage and update newsletter and mailing list.
- Support any other digital or online activities and other marketing and publicity work such as arranging events, supporting the team with content ideas etc.

4. Support for Board, Manager and staff

- Organise and service the Board and its committees as required, including copying and distributing papers and arranging meetings.
- Assist in the organisation of meetings and events.
- Maintain and complete accurate records and reports.
- Ensure the smooth, safe running of the office function (including supporting those working from their own homes)
- Provide other administrative support to Managing Director, service staff and associates as required.

5. Suppliers and contractors

- Maintain a register of key suppliers and independent advisers on for the business.
- Monitor relationships with suppliers and contractors and report on these on an annual basis, to inform re-tendering requirements.

General work-related expectations – for all staff.

1. Work within the Company's mission and values.
2. Contribute to business planning and development.
3. Work in accordance with all policies and procedures of the business.
4. Work in accordance with all relevant legislation.
5. Undergo regular supervision and an annual appraisal.
6. Identify and undertake learning and development, as agreed with Managing Director.
7. Undertake any other duties appropriate to the post as required.

Person Specification

Job Title

Requirements	Essential/ Desirable	Method of Assessment
1. Skills and competencies		
(a) Excellent organisational and time management skills, with the ability to deal with several issues simultaneously	E	A / I
(b) Methodical in approach, with an eye for detail	E	A / I / E
(c) Excellent communication skills in English, meaning written, verbal and listening skills or equivalents.	E	A / I
(d) Excellent numeracy skills	E	A / I
(e) Excellent interpersonal skills and the ability to develop effective working relationships internally and externally	E	A / I
(f) Excellent IT skills, including word processing, databases and spreadsheets	E	A / I / E
(g) Excellent web management and social media skills, as well as the ability to develop simple content for these channels.	D	A / I / E
(h) Excellent administrative skills including the ability to keep up to date records	E	A / I
(i) Ability to keep information confidential as appropriate in a business environment	E	A / I
(j) Ability to develop and maintain good relationships with staff, partners and suppliers	E	A / I
2. Knowledge – type and depth		
(a) Basic awareness of the diverse communication skills of the public, particularly those of disabled people.	D	A / I
3. Experience – quality and relevance		
(a) Experience of setting up and maintaining records	D	A / I
(b) Experience of supporting manager	D	A / I
(c) Experience of working with people from a range of backgrounds and requirements.	D	A

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Requirements	Essential/ Desirable	Method of Assessment
(d) Experience of using CRM systems or databases, or the ability to quickly learn digital record-keeping platforms.	D	A
(e) Experience of supporting management committees or boards	D	A
4. Personal qualities and circumstances – essential and directly relevant to post		
(a) Strong affinity with the mission and values of the organisation.	E	A / I
(b) Awareness of own strengths and weakness, with good time management skills.	E	A / I
(c) Ability to manage own workload and work with minimal supervision	E	A / I
(d) Personal commitment to equity and diversity across the Company	E	A / I
(e) Ability to respect and keep confidentiality	E	A / I
(f) Ability to travel easily, as and when needed, across Greater Manchester and on occasion, beyond.	E	A / I
(g) Willing to work occasional unsocial hours (such as evenings or weekends)	E	A / I
(h) Understanding of the social model of disability	D	A / I

A = application form
E = exercise
I = interview
T = test