**Role: Delivery Support Administrator/Officer**

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| **Hours:** | **22.2 hours per week = 0.6 Full Time Equivalent**  We will be seeking additional funding to increase this role to 29.6 hours per week (0.8FTE) by negotiation with successful candidate |
| **Salary:** | £20,900 - £23,000 Full time equivalent, depending on experience.  **Actual salary will be between £12,540 per annum and £13,800 per annum (0.6 FTE)** |
| **Benefits:** | 30 days holiday pro-rated (inclusive of concessionary days), stakeholder pension contribution, flexible working, full equipment provided, training budget. |
| **Location:** | Home based, with travel and co-working across Birmingham as required. |
| **Working arrangements** | BCM works flexibly to accommodate needs and preferences of staff, some core working hours will be expected to allow for team collaboration.  A commitment to attending occasional evening and weekend meetings and events will be required. |
| **Responsible to:** | Chief Executive |
| **Responsible for:** | **No staff management** |

**Purpose of role**

* To provide administration support for Birmingham Community Matters (BCM) services, to be the first contact for enquiries and to direct enquiries correctly and effectively, with a high level of customer service.
* To manage requests from the public for one to one support and undertake any follow up signposting or information resources arising.
* To undertake triage interviews by phone or email to direct enquiries effectively.
* To provide cross team administrative support for events and meetings, both online and face to face.
* To undertake all administration related to volunteer recruitment, management and supervision - supporting colleagues to effectively recruit and manage volunteers in the organisation.
* To support the delivery of core services through attendance at face to face events and online meetings where required.
* To contribute to an organisation that is constantly seeking ways to learn and to improve its performance.

**Job description**

**Administer reception function for BCM**

* Respond to queries from people requiring support and wider stakeholders through email, website, social media or telephone.
* To update the CRM system with new enquiries, collect key information, update actions and monitor progress and ensure resolution for all enquiries.
* To direct enquiries accordingly and ensure follow-up by colleagues so that enquiries are dealt with appropriately and in a timely manner.
* To build, maintain and use a set of template emails and forms to ensure enquirers receive a service which is suitable to their needs.

**Enquiry management with beneficiaries**

* Manage one to one bookings - co-ordinating with staff/volunteers and people requiring support - briefing helpers, facilitating meetings and co-ordinating follow up actions.
* Administer bookings for people requiring support to attend one to one sessions and events
* To access resources via our resources library to complement support sessions and provide signposting information where required.
* To make referrals and signpost enquirer as appropriate, internally and externally, with support from colleagues where needed.
* Keep updated records on referral organisations on CRM and monitor levels of referrals.

**To undertake triage interviews**

* To speak to enquirers on the phone or via email to collect more information about their support needs and to find out the nature of support required.
* Communicate with colleagues and volunteers to agree follow up actions for each enquiry.

**Administrative support for events, both online and face to face**

* Create simple graphics for events, posters, flyers, handouts and worksheets - with support from colleagues around content (BCM currently uses Canva).
* Create and update events to both website and Eventbrite using template wording or information provided by relevant team members.
* Technical support for online events and meetings, including recording events on Zoom and uploading to YouTube channel and BCM website.
* To receive all paperwork from face to face events and to update onto the CRM system in a timely and accurate manner, to respond to or direct any follow up actions from events.
* To gather feedback information ensure this is updated to the CRM system and any issues (positive or negative) are raised with relevant colleague.
* Support team members to liaise with host organisations to ensure risk assessments and accessibility information is completed for all venues.
* Provide support to team members to coordinate staff, host and volunteer involvement to ensure adequate presence at events and surgeries.

**Administrative functions related to volunteer recruitment, management and supervision**

* Provide administrative support for the recruitment of volunteers to support BCM delivery.
* Provide the administration for a programme of training and development support for volunteers, including induction and social events.

**General responsibilities**

* To mainstream diversity, equity and inclusion considerations into all areas of service delivery.
* To work in harmony with the BCM’s strategic aims, values and strategic objectives.
* To promote and ensure compliance with BCM’s policies.
* To attend and undertake regular supervisions and annual performance appraisals.
* To manage and undertake training / professional development as necessary
* To promote the use of technology and be self-servicing.
* To work in the most resource efficient and effective manner.
* To act as an ambassador for the organisation.

**Person specification: Delivery Support Administrator**

**Essential experience**

* Experience of customer service – responding and following up on enquiries and providing information in a professional manner, both verbally and in writing.
* Experience of providing administrative support to a team or project.

**Essential skills**

* You will have strong communication and organisational skills.
* You will be able to produce work to a high quality through checking and self-correcting
* You will be proficient in the use of ICT within a work environment,
* You will have a good ability to organise a varied workload and have good self management skills.

**Desirable skills and experience**

* Experience of involvement in voluntary group, small charity, third sector organisations – either paid or as a volunteer.
* Experience of volunteer administration and/or supervision/management
* Experience and/or knowledge in data protection and best practice.

**Core competencies**

* Able to model the mission and values of BCM and to model our principles of equality, diversity and inclusion in everything that we do.
* Able to work independently, self-start and self-motivate, as well as being an effective team player.
* Able to build good working relationships with colleagues, peers, volunteers.