

## Role: Delivery Support Administrator/Officer

<b>Hours:</b>	<b>14.8 hours per week = 0.2 Full Time Equivalent</b>
<b>Salary:</b>	£21218 Full time equivalent, depending on experience.
<b>Benefits:</b>	30 days holiday pro-rata (inclusive of concessionary days), stakeholder pension contribution, flexible working, full equipment provided, training budget.
<b>Location:</b>	Home based, with travel and co-working across Birmingham as required.
<b>Working arrangements</b>	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.
<b>Responsible to:</b>	Chief Executive
<b>Responsible for:</b>	<b>No staff management</b>

## 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.