

**CARERS SUPPORT CENTRE (CSC)**

1. **JOB DESCRIPTION**

**Job title:Building Better Opportunities (BBO) Project Support**

**Responsible to**: BBO Project Manager

**Hours:** 22.5 hours per week

**(Potential for additional hours, as the Project develops)**

**Salary Scale:**  £20,417 - £22,393 (FTE) per annum

**Funded until December 2019**

**Place of work:** Carers Support Centre, Gill Avenue, Fishponds, Bristol

**Covering:** Bristol, South Glos, North Somerset and Bath and North East Somerset

**West of England Works (WoEW)**

West of England Works is part of the Building Better Opportunities programme and involves a range of voluntary sector and community organisations based in Bristol, North Somerset, South Gloucestershire, and Bath and North East Somerset.

This exciting new project is funded by the Big Lottery Fund and the European Social Fund, and it is hoped that West of England Works will support at least 1,537 adults and young people into gaining employment through a community-based support programme.

Carers Support Centre (CSC) is one of the commissioned delivery organisations and we will be working with over 120 participants over a three year period.

In summary, we are looking for creative and dynamic individuals to join this new team, who have an understanding of the issues that carer’s face and the barriers to gaining flexible employment. We are looking for applicants that have the necessary skills and experience to break down these barriers, and be committed to the active involvement of carers in the development of this project.

**Aims of the post**

**To:**

* Provide administrative support to the BBO Project Team and PA support to the Line Manager
* Compile the necessary data and produce monitoring reports required by WoEW

**Main tasks**

**To:**

* Support the team to publicise and promote the Project using all forms of media across the WoE area
* Collate monitoring information and produce reports for the Project, from data and evidence supplied by the team
* Attend WoEW partnership meetings, as appropriate
* Identify and book venues for training and workshops and provide support to the team at these events
* Answer and process enquiries and take bookings for appointments, training and workshops
* Create and maintain office systems i.e. spreadsheets and databases, including Excel spreadsheets, Access database and CharityLog recording (our internal client database), Project admin protocol and procedures
* Send out mailings, creating and maintaining mailing lists, creating procedures for using mailing lists
* Making phone calls to participants to arrange meetings and send follow up confirmation letters by post and/or email
* Filing, photocopying, scanning, faxing, processing invoices
* Preparing bulletins and publicity flyers

**General**

**To:**

* ensure that all work is carried out in accordance with CSC’s policies and procedures.
* undertake any other duties commensurate with the grading of the post, as agreed with the line manager.

**PERSON SPECIFICATION**

***Important:*** *a person specification is an accepted method of identifying who, from a range of candidates for a post, most closely matches the needs of the organisation and the tasks outlined in the job description. it will be used at both short-listing and interview stages. the person specification is issued with the job description so that the applicants can make judgements themselves about their ability to do the job. When completing the application form please mention your abilities for each section of the person specification, failure to do so may affect your short-listing score.*

**ESSENTIAL:**

***Experience/Knowledge***

* Experience of working in an administrative role including developing and maintaining administrative and monitoring systems

**Skills**

* Computer literacy with good working knowledge of Microsoft Office
* Excellent written and verbal communication skills
* Excellent organisational and administrative skills
* Excellent telephone manner and ability to deal sensitively with enquiries from service users, external agencies and partners
* Excellent attention to detail

**Attributes**

* Ability to work on own initiative, manage time effectively, prioritise own workload and work to tight deadlines
* Ability to work as part of a team
* Ability to establish good working relationships with service users, staff, external agencies and partners
* Commitment to equal opportunities and diversity in practice

**DESIRABLE:**

* Experience of using WordPress, Publisher, MailChimp, Google Analytics
* An understanding of the needs of carers

**summary Terms and conditions**

* The roles will be based at The Vassall Centre, Gill Avenue, Fishponds, BS16 2QQ, however will outreach to all four geographical areas.
* The post holder will adhere to all CSC work and equal opportunities policies.
* 35 days of paid annual leave per year, including bank holidays (pro rata).
* Cycle to Work and Childcare voucher schemes
* Matched employer pension contribution of up to 5%
* Probationary period of 6 months



