

Job Title	VCSE & Community Development Assistant
Last review date	August 2020
Line Manager	VCSE and Community Development Manager
Base of Work	Community Impact Bucks Office (currently Monks Risborough) with some home working.
Hours	35 per week
Salary	£20,000
Contract	Fixed Term Contract - 9 months

ABOUT US

About the Charity:

At Community Impact Bucks we are passionate about helping people to get involved and make a difference in Buckinghamshire communities.

We do this by:

- Supporting **people** to find volunteering opportunities, and develop their skills and knowledge through volunteering and training.
- Supporting **charities and other not-for-profit** groups with information, advice and training, and helping them to have a collective voice in matters that affect them and the people or environment they support.
- Working with **communities** to identify their needs, the solutions they want to see, and help them to make change happen.

Established in its current form in 2010, and with a 35-year history of supporting communities in Buckinghamshire, Community Impact Bucks is the backbone of the charity, voluntary and community sector in the county. We are the nationally accredited Volunteer Centre and the Rural Community Council for Buckinghamshire.

About the VCSE & Community Development Team

Led by the Head of VCSE & Community Development, this team of staff and volunteers provides vital support to build strong, resilient communities across the county.

The team works to:

- Provide information, advice and training to help voluntary organisations get started, overcome challenges, develop and grow.
- Bring people together and support them to take collective action in their communities.
- Gather intelligence and share insights into the VCSE sector and local communities in Buckinghamshire.

JOB PURPOSE

To support the design, delivery, evaluation and resourcing of programmes of support and development for communities and VCSE organisations in Buckinghamshire by providing high-quality administrative support and co-ordination.

KEY RESPONSIBILITIES & ACCOUNTABILITIES:

Programme administration

- Provide administrative support to enable successful delivery of projects, outreach and engagement activity as part of the VCSE and Community Development programmes, including for particular projects (or project portfolio) where appropriate.
- Provide administrative support to help facilitate the development and delivery of specialist knowledge areas within the VCSE and Community Development Team.
- Co-ordinate meetings, events and training: booking venues and refreshments, managing attendance bookings, arranging keynote speakers, preparing packs, taking minutes, collating monitoring data.
- Co-ordinate the recruitment, induction and training of new staff and volunteers, and provide day-to-day supervision of tasks where appropriate.
- Supervise volunteers including regular 121s, maintaining personal records, undertaking/updating DBS checks as appropriate, overseeing volunteer training and development, and ensuring volunteer hours are recorded.
- Ensure robust record-keeping and information maintenance.
- Update and maintain programme pages on the website to ensure online information is up-to-date and proactively managed.

Customer service

- Provide first point of contact for enquiries and referrals to VCSE and Community projects and services, including from vulnerable adults.
- Provide timely information, support and signposting in response to enquiries and referrals.

Impact, evaluation and research

- Support the monitoring and evaluation of projects and activities against programme outcomes and VCSE/Community needs.
- Co-ordinate and collate monitoring information including feedback and evaluation forms, data entry and running Salesforce reports.
- Undertake community consultation/evidence-gathering and interviews with service-users to understand needs, appetite for and effectiveness of activity, writing up findings, and working alongside colleagues to analyse findings and identify areas for improvement.
- Develop case studies – researching, interviewing, writing, securing images and permissions.

Fundraising & income generation

- Support project and financial reporting, including gathering, collating and supporting the analysis of data and information.
- Support fundraising activity by researching funding options, analysing funder requirements and 'fit' with the charity's activities, and maintaining records of funding bids (bid tracker).
- Data entry into Salesforce database and uploading information e.g. into online funding

JOB DESCRIPTION

application forms.

SAFER RECRUITMENT

Community Impact Bucks is committed to safeguarding and ensuring the welfare of children and adults. This is a responsibility that is shared by all staff and volunteers.

The suitability of all prospective employees or volunteers will be assessed during the recruitment process in line with this commitment. We have safeguarding policies in place which staff/volunteers are expected to read at induction and keep up to date with any policy changes throughout their employment and/or volunteering experience. Regular training is provided.

This post may be subject to a Disclosure and Barring Service check.

PERSON SPECIFICATION

	Essential	Desirable
About you	<p>A desire to effect positive change, and a genuine interest in communities and their well-being and development.</p> <p>A self-starter who is able to plan ahead and manage your own time.</p> <p>Have a flexible approach, willing to try new things and test effectiveness.</p> <p>Enthusiastic, committed and customer focused.</p> <p>A team player with a positive, solution-focused approach.</p> <p>Able to work outside normal office hours on occasion.</p>	
Education and qualifications	Minimum of 5 GCSEs at (or equivalent) including English and Maths and Grade C or Level 5.	
Experience	<p>Administrative Support</p> <p>Customer Service</p>	<p>Working within the VCSE sector in a paid or voluntary role.</p> <p>Data Collection</p> <p>Event management</p> <p>Experience of database/CRM systems</p>

JOB DESCRIPTION

	Essential	Desirable
Knowledge, skills and abilities	<p>Excellent telephone manner and confident in a public facing role.</p> <p>Excellent attention to detail and high levels of accuracy.</p> <p>Able to communicate effectively in writing and face to face in informal and formal settings.</p> <p>Able to establish systems, record information and maintain records systematically.</p> <p>Competent user of Microsoft Office Word, Excel, and Outlook.</p> <p>Confident working with data and spreadsheets.</p> <p>Able to work on own initiative and to tight deadlines.</p>	<p>Competent user of WordPress and Microsoft Publisher.</p>
Other work-related requirements	<p>Willing to learn new skills.</p>	<p>Full British driving licence and access to private means of transport or ability to demonstrate how you will meet this requirement.</p>