



**VOLUNTARY ACTION
MERTHYR TYDFIL
GWEITHREDU GWIRFODDOL
MERTHYR TUDFUL**

VOLUNTARY ACTION MERTHYR TYDFIL

JOB DESCRIPTION

Title:	Business Support Officer
Accountable to:	Business & Finance Manager
Salary:	£15288 (actual)
Hours:	30 hours per week
Term:	Fixed until 30.06.22
Location:	Merthyr Tydfil

Role Purpose:

To provide essential support to the Business & Finance Manager and the wider organisation by undertaking a variety of finance, personnel, Health & Safety and general administrative tasks.

Main Responsibilities

- Making sure that the office is open at regular times
- Provide a reception service, greeting visitors and resolving basic queries, and take messages when team members are not available
- Dealing with incoming and outgoing mail
- Photocopying, collating and distributing documents
- Ensuring office equipment is kept in working order
- Ensuring office diaries are kept up to date and ensure meeting rooms are prepared for clients
- Assisting the Business & Finance Manager with VAMT Premises
- Assisting the Business & Finance Manager with Health and Safety Requirements
- Ensure that VAMT's Health & Safety equipment has undergone the relevant safety checks as required (e.g.

	<p>electrical appliances, fire and safety equipment</p> <ul style="list-style-type: none"> • To adhere to Health and Safety practices monitoring and maintaining a safe, healthy and secure workplace • To take forward the development of the CRM across the organisation • To administer VAMT's flexi-time system • Maintaining filing systems • Assist with administrative functions of recruitment and selection processes • To provide assistance in the administration of VAMT's Grants Schemes • To assist in the organisation of training events and briefing sessions • Service relevant organisational meetings through invite, preparation of refreshments, photocopying, recording and production of minutes at meetings • Ensure that the office is kept clean and tidy at all times, liaising with other staff, landlord and cleaning contractors • Updating social media when required
<p>Other</p>	<ul style="list-style-type: none"> • Attending and making good use of supervision • Deputise for other staff when necessary and appropriate • Undertaking training as required • Be prepared to work during evenings and at weekends from time to time (A flexi time system is in place) • Participate in internal working groups to further VAMT's organisational development • Undertaking other duties which are not detailed in this job description, but which meet VAMT's aims to assist and support the work of the voluntary sector in Merthyr Tydfil.

PERSON SPECIFICATION

Business Support Officer

<p>Qualifications, skills and experience</p>	<p>Essential:</p> <ul style="list-style-type: none">• 3 GCSE's or equivalent• A positive "can-do" approach, and to be naturally curious with the ability to take ownership and think through tasks• One years direct experience in an office environment• Verbal communication skills with a proven ability to deal confidently with service users, professional partners and other individuals and agencies from diverse backgrounds• Excellent written communication skills• Excellent administrative and ICT skills• Working knowledge of Office Applications• Motivated and well organised• Ability to plan and prioritise own workload to meet deadlines• Be able to ensure confidentiality where appropriate• The ability to keep calm and polite and work effectively under pressure <p>Desirable:</p> <ul style="list-style-type: none">• Willingness to be trained in SAGE Accounts and SAGE Payroll if required• Experience of working with databases• Understanding of HR processes• Experience of updating social media• Ability to communicate in Welsh
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Personal Qualities	<ul style="list-style-type: none">• Works co-operatively with others to get things done, willingly giving help and support to colleagues• Acts with integrity• Takes ownership for resolving problems, demonstrating courage and resilience• Positive about change, adapting to different ways of working• Asks for and acts on feedback, learning from experience and continuing to develop own professional skills and knowledge• Is approachable, developing positive working relationships and good team spirit• Knowledge, understanding and commitment to equality, diversity and inclusion• A commitment to being an ambassador for the voluntary and community sector.
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The contents of this document will be subject to review from time to time in consultation with the post holder. Job descriptions may be amended to reflect and record such changes.