



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

Recruitment Information Pack: Business Support Officer

About Voluntary Action Merthyr Tydfil

Established in 1997, Voluntary Action Merthyr Tydfil is the County Voluntary Council for the County Borough of Merthyr Tydfil. We are often referred to as VAMT and serve as an umbrella organisation supporting the voluntary and community sector (third sector) in the area.

Our Mission:

To increase the extent, quality and impact of voluntary action in the County Borough of Merthyr Tydfil by supporting, representing and assisting Third Sector organisations and volunteering. Effecting change by enhancing well-being of individuals, organisations and communities. We do this by:

- ✓ Helping individuals find support and opportunities
- ✓ Supporting third sector organisations with governance, funding & training
- ✓ Building partnerships and promoting community-led action
- ✓ Making sure local voices are heard and valued

Our overall vision is to:

Be the centre of excellence in Merthyr Tydfil for the provision of services to organisations and individuals involved with the Third Sector and volunteering.

Create a healthy community by helping to develop organisations to meet their needs, maximising volunteering opportunities and sharing our mission with all stakeholders.

In delivering our work we believe and promote the following values:

- ✓ Openness, honesty and transparency
- ✓ Professionalism and integrity
- ✓ Collaborative working
- ✓ Excellent governance
- ✓ Inclusion and diversity
- ✓ Sustainable change that makes a positive difference

About this role

You will provide essential and practical support to the Business & Finance Manager and the wider organisation by undertaking a variety of administrative tasks to ensure effective service delivery.

To secure this great opportunity you will have: A positive can-do approach, with the ability to be an ambassador for the voluntary and community sector. Experience of working within an office environment and conduct yourself in a friendly and professional manner to work with colleagues, tenants, VAMT's membership or organisations and visitors to the Voluntary Action Centre.

Benefits of working with us:

A flexible working scheme

- ✓ 168 hours annual leave (pro rata) rising to 198 on completion of 5 years' service
- ✓ 8 bank holidays
- ✓ 3 concessionary days
- ✓ Enhanced sick pay
- ✓ A very generous pension scheme – 10% employer contribution
- ✓ Employee Support Programme

We are currently operating a “4 Day Week”; 80% time, for 100% salary, while maintaining 100% service delivery.

This post is subject to a successful 6-month probation period.

For an informal discussion about the role, please contact: Laura Johnson on 07340 055617 or laura.johnson@vamt.net

To download an application pack please click [here](#)

Closing date: Wednesday 22nd April 12pm

Interview date: Tuesday 28th April

Voluntary Action Merthyr Tydfil reserves the right to close this vacancy early if a high number of sufficient applications are received prior to the closing date.

JOB DESCRIPTION

Role	Business Support Officer	Salary	£19,667 (actual)
Reports to	Business & Finance manager	Location	Merthyr Tydfil
Hours	22.5 p/w actual	Term	Permanent

Job Summary:

The Business Support Officer will provide high-quality administrative, financial and operational support to ensure the smooth running of the organisation. The postholder will support internal teams, assist voluntary organisations and contribute to the effective delivery of services and projects.

Main Responsibilities	
Key Area	Tasks
Administrative Support	<ul style="list-style-type: none"> • Manage incoming enquiries via phone, email and in person • Prepare agendas, take minutes and circulate documentation for meetings and other events • Manage multiple office diaries and email addresses • Support organisational compliance with health and safety relating to staff and buildings • Have oversight of office inventory, ensuring adequate supply of consumables.
Finance Support	<ul style="list-style-type: none"> • Raise sales invoices • Process supplier invoices from receipt to point of payment using Xero accounting software • Assist with expenses claims • Assist with grant schemes administered by VAMT, collating monitoring in line with funder requirements

Communications and Engagement

- Update VAMT's social media platforms, including blog and website
- Collate and create information for inputting into VAMT's newsletter and bulletins
- Respond to enquiries from members, signposting to staff members and other organisations
- Ensure accurate and timely input of data into the organisation's bespoke CRM system
- Act as the main point of contact for day-to-day building management issues

Building Management

- Coordinate planned and reactive maintenance, liaising with contractors and service providers
- Monitor building condition and report repairs, defects, and health & safety concerns
- Ensure compliance with statutory requirements (e.g. fire safety checks, risk assessments, inspections)
- Maintain accurate records of maintenance, servicing, and compliance documentation
- Support the management of utilities (electricity, gas, water) including meter readings and reporting issues
- Assist in the preparation and issuing of tenancy-related documentation (e.g. licence agreements)
- Respond to out-of-hours building-related enquiries and incidents, taking appropriate action or escalating issues to ensure timely resolution

	<ul style="list-style-type: none">• Prepare conference room for prebooked meetings and events
Other	<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

Qualifications, skills and experience	<p>Essential:</p> <ul style="list-style-type: none">• Direct experience of working in an office environment• Ability to take accurate, concise minutes, clearly capturing discussions and actions, and circulate within agreed timescales• Excellent written and oral communication skills with a professional and courteous telephone manner• Working knowledge of Office 365 applications• Motivated and highly organised, with the ability to prioritise own workload and meet deadlines• An understanding of financial procedures• Experience of updating social media <p>Desirable:</p> <ul style="list-style-type: none">• Experience of Xero or similar computerised finance packages• Experience of Charity Accounting• Experience of working with databases• Ability to communicate in Welsh
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

	<ul style="list-style-type: none">• 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.