

Community Support Officer – Job Description



Title: Community Support Officer

Location: Carnegie Community Corner

Contract Start Date: 3rd April 2018

Duration: 12 month Contract with possible continuation, dependent on funding being secured.

Salary: £20,000 per annum, plus 6% pension contribution

Annual Leave: 28 days (Excluding Bank Holidays)

Responsible to: Community Services Manager

Responsible for: No line management responsibilities but will be required to support volunteers.

Purpose of the Post: To support the Community Services Manager in all aspects of community development and centre development. To develop BotM facilities and services, build volunteer capacity; enabling residents to identify local aspirations and empower the community to realise these. To ensure Back on the Map achieves its strategic objectives of creating **A Stronger Community, An Influencing Role for Residents, and A Better Place.**

Main Duties:

- Engage local residents and encourage them to get involved in community activities, particularly those who are socially isolated.
- Support residents and volunteers to establish new activities and services to meet an identified local need.
- Establish volunteers 'jobs board' in Carnegie Community Corner.
- Act as the lead contact for new and existing volunteers.
- Support new volunteers in completing volunteer applications, DBS checks and arrange interviews with the Community Services Manager.
- Maintain and update records of volunteers' details, DBS checks, roles and activities.
- Develop and monitor volunteer work rotas.
- Ensure all materials relating to the different volunteering roles are up to date, relevant and accessible.

- Carry out support and supervision for volunteers and develop individual training plans.
- Coordinate governance amongst local group including helping to establish constitutions and group bank accounts, where appropriate.
- Contribute to the production of the Charity's newsletter, including coordinating the 'Meet Our Volunteers' feature and proofing-reading.
- Ensure the volunteering pages of the website are up to date and relevant.
- Update the Charity's Social Media accounts with news and new volunteering opportunities.
- Collate feedback from current volunteers and leavers.
- Signpost local residents and volunteers to relevant partner agency support services, where appropriate.
- Assist in planning and organising community events and celebrations.
- Increase the range of services available to residents.
- Provide cover for regular evening and weekend meetings and activities.
- Meet and greet all centre visitors in a courteous and professional manner.
- Take telephone calls and provide direct assistance or re-direct the call to colleagues or other agencies in a courteous and professional manner.
- Work alongside other agencies in a courteous and professional manner.
- Ensure the Centre opening/closing follows procedures.
- Ensure all services and facilities are used according to health and safety standards and BotM policies.
- Maintain accurate records on activity/participation to evidence involvement and impact of services.
- Provide general administrative support as and when required.
- Other duties commensurate with the post to meet the organisational objectives.

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- Raise awareness of BotM's work and uphold BotM policies/procedures, and demonstrate agreed values and behaviours at all times.

Key Competencies:

- Communication
- Self motivation
- Team working
- Administration and IT
- Organisation and planning
- Time management
- Attention to detail

This list is not exhaustive and may vary without changing the character of the job or level of responsibility. Given the nature, scale and ambitions of the company, the post-holder must be flexible and willing to contribute to wider development needs; ensuring the strategic and operational needs of Back on the Map and its subsidiaries are met.

Brand Values: The post-holder must ensure all their work, communication and approach conforms to the brand values and house style of BotM and keep up to date and comply with the BotM's Rules, Policies and Procedures at all times.

Data Protection: Personal and business confidentiality must be maintained at all times; as must compliance with all regulatory and legislative requirements, policies and procedures. The post-holder will deal with sensitive information on a daily basis and will be subject to the confidentiality policy of Back on the Map, the Data Protection Act and the General Data Protection Regulations (GDPR). Any breaches of BotM data protection will result in disciplinary action.

Health and Safety: The Health & Safety at Work Act (1974) and other legislation places responsibilities for health and safety on all employees. The post-holder has a legal duty to take reasonable care of their own health and safety and that of others and they are expected to be familiar with, and adhere to Back on the Map's Health and Safety Policy.

Child Protection and Vulnerable Adults statement: BotM is committed

to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment. You will be expected to support this approach in the context of your role and to adhere to and ensure compliance with BotM's Child Protection and Vulnerable Adults policies at all times. If, in the course of carrying out your duties, you become aware of any actual or potential risks to the safety or welfare of children and/or safety or welfare of vulnerable adults, you must report any concerns to the Chief Executive.

Equality of Opportunity: The post-holder must carry out their duties and responsibilities with full regard to Back on the Map's Equal Opportunities Policy, Code of Conduct and all other policies.

INFORMATION FOR CANDIDATES

In order to apply for this post please complete the application form by;

- Downloading the form from the BotM website which is www.backonthemap.org
- Emailing the Community Services Manager at jcooper@backonthemap.org

If you are unable to apply by email then please post or hand in your completed application, marked 'CSO Private and Confidential', to The Community Services Manager, Back on the Map, Carnegie Community Corner, 67 Toward Road, Hendon, Sunderland, SR2 8JG. All information provided by applicants will be treated as strictly confidential. If you have any questions or enquiries regarding the application process, please ring Joanne on 0191 514 9062. All appointments are subject to the usual pre-employment checks and references.

KEY DATES:

- Closing date for applications is 12 noon, Friday 16th February 2018
- Interviews will take place on Monday 26th February 2018
- The successful candidate take up post on 3rd April 2018