

## Community Support Officer – Job Description



**Title:** Community Support Officer

**Location:** Carnegie Community Corner

**Contract Start Date:** 5<sup>th</sup> February 2018

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

**Salary:** £20,000

**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 with 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.

Personal and business confidentiality must be maintained at all times; as must compliance with all regulatory and legislative requirements, policies and procedures.

The Health & Safety at Work Act (1974) and other legislation places responsibilities for health and safety on all employees. Therefore, it is the post-holder's responsibility to take reasonable care for the health and welfare of themselves and other employees in accordance with legislation and the company's Health and Safety Policy and arrangements.

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).

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.

### Key Dates:

**Closing date for applications is 9am, Friday 1st December 2017**

**Interviews will be held Wednesday 13th December 2017**

**Expected start date on Monday 5<sup>th</sup> February 2018.**