

Job Description and Person Specification



Job Title: Business Support Administrator	
<p>About the role.</p> <p>We are looking for a well-organised individual to support the smooth running of Chiltern Rangers. This is a varied and dynamic role working across multiple work areas and projects, supporting the team to help us scale up our work and achieve greater social and environmental impact.</p> <p>The role will include elements of executive support, office and operations management, HR, admin, and event co-ordination and logistics.</p> <p>The role will also involve managing, implementing and reviewing key organisational processes and procedures, as well as supporting our project work.</p> <p>There is also a key element of helping develop and deliver our marketing and communications work across various platforms and media to help raise the profile and maximise the impact of our business.</p> <p>About you.</p> <p>You'll be highly efficient with the skills and ability to manage a range of office based operations functions and support our team. To succeed in this role you will be excellent at working with people.</p> <p>You will also be someone who enjoys and is adept at juggling multiple projects and pitching in where help is needed. You'll be excited about working in community & environment sectors, with a desire to innovate and grow with the organisation.</p> <p>We need you to bring energy, enthusiasm and experience to help the team work more efficiently and increase its impact and influence. Key characteristics we need are someone who is flexible, determined and resilient to the variety of challenges we face. Ideally you will also be passionate about and value the environment and helping improve life through nature based solutions for our communities, especially those who face the most challenges and are disadvantaged in some way.</p>	
Line Manager: Operations Director, Chiltern Rangers	Location: Chiltern Rangers, High Wycombe Buckinghamshire with some home working
Salary: £24,500 pro rata	Full Time/Part Time: Part time
Working hours: 25 - 30hr per week negotiable.	Length of term: Permanent
<p>Roles and responsibilities:</p> <p>1 Office and operations admin management & support.</p> <p>Provide business and administrative support including HR, project co-ordination and logistics to the team across a range of projects and initiatives keeping us operating smoothly and efficiently.</p> <p>Tasks may include: event planning and management, diary management, CRM database (Salesforce) management, drafting documents, presentations and reports, researching and collating information, organising internal and external meetings and providing project administrative support.</p>	



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There is an amount of financial support to the FD – paying invoices, chasing payments, collating information.

Project specific support may include meeting organisation and minute taking, procurement

support and report creation - e.g. annual report, reports to funders, website page creation and up keep, financial reporting and assisting with grant claims, along with supporting the development of new and existing projects, fundraising and income generation activities.

- The management of calls, enquiries and requests, attending meetings and producing notes and minutes as required.
- HR support on all relevant processes such as recruitment, appraisal, disciplinary procedures, well-being surveys etc.
- Support the senior staff in the effective operation & governance of the organisation, overseeing the scheduling of Board and other meetings and preparing papers, and providing administrative support as required (including undertaking research, collating information, drafting papers and taking minutes).
- Working closely with the Ops Director take responsibility for office administration management, including matters relating to insurance, risk assessments and health and safety and compliance.

2 Processes & Procedures.

The role will also involve managing, implementing and reviewing key organisational processes and procedures such as HR & Health & Safety, data protection as well as supporting our project work. This part of the role helps ensure our compliance and operational effectiveness.

This ranges from booking to reviewing and renewing insurance, to managing the vehicle fleets e.g. booking MOTs & services, to ensuring PPE is compliant, to ensuring the appraisal cycle is completed.

Project work support will involve working with the staff to ensure reports are produced in line with funder requirements, communicating with partners, and helping organise and co-ordinate events/sessions.

3 Communications & Marketing

There is also a key element of helping develop and deliver our marketing and communications work across various platforms and media to help raise the profile and maximise the social and environmental impact of our business.

This includes but is not limited to creating and co-ordinating content in line with our marketing strategy and business plans. This will include supporting the MD on associated business development work.

- 4 Undertake any other relevant duties as may be reasonably allocated from time to time by senior team.

Knowledge, Skills and Experience

Essential

- Minimum of five years relevant experience
- Previous experience in managing office processes and systems
- Excellent IT skills including knowledge of Microsoft Office and Teams/Zoom.
Experience of or ability to use CRM systems effectively (ideally Salesforce)

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- Knowledge and experience of IT skills: accountancy software (Xero), website (Wordpress) social media platforms and management software (Hootsuite).
- Knowledge and experience of implementing and monitoring policies & legislation: Health and Safety, Safeguarding, GDPR/Data protection, EDI etc.
- HR – Systems and procedures management and compliance
- Excellent written and communication skills
- Good customer service skills
- Use initiative with minimal supervision
- Comfortable working independently and as part of a team.
- Excellent organisational and time management and prioritisation skills
- Flexible and willing to take on ad-hoc tasks
- The ability to use discretion and maintain confidentiality
- Methodical worker with exceptional attention to detail
- Be able to apply problem solving and analytical skills across various elements of the role.

Desirable

- Experience in researching, collating and presenting information to a high standard.
- Communications - Content creation & coordination for our website, quarterly newsletter and our social media platforms (Linked In, Facebook, Twitter Instagram & You Tube).

Other Requirements

- Attendance will be required at occasional evening meetings for which time off in lieu is taken. Overtime can be awarded at the discretion of the Directors.

Rehabilitation of Offenders Act

“This organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment”

This post is exempt from the Rehabilitation of Offenders Act 1974. Applicants are therefore not entitled to withhold information about convictions, which for other purposes are ‘spent’ under the provision of the Act.

We are committed to carefully screening all applicants who will work with children, young people and adults with care and support needs. All applicants will be expected to undertake employment checks, a Disclosure & Barring Service check and provide previous employment references.

Safeguarding

Employee

We expect all employees to carry out all duties with an awareness and understanding of the Safeguarding requirements within the area of responsibility. Work complies with all safeguarding policies and procedures that apply to the role. Behaviours and actions support the safeguarding of children, young people or adults with care and support needs as appropriate.

Manager

Managers will ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained within the area of responsibility. Manage and update the standards as appropriate to the role. Safeguarding standards are



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monitored and maintained in compliance with organisational policy. Appropriate safeguarding training is provided and standards are reviewed and updated as required.

Senior Managers

Senior Managers will ensure organisational safeguarding strategies reflect statutory requirements and best practice. Ensure these are understood and implemented within the area of responsibility. There is a proactive and positive Safeguarding Culture. The organisation meets its statutory Safeguarding requirements. Strategic risks are effectively managed.