

Job title	PROJECTS ASSISTANT
Salary band	£18,500 per annum
Hours	37 per week
Location	Perry Common, Birmingham
Accountable to	Flourishing Communities Services Manager
Post term	Fixed Term until October 2023

Working relationships

Internal	External
Board members	Local residents and service users
Senior managers	Jobcentre Plus
Co-workers, staff, volunteers	Voluntary and Community Organisations
	Service providers
	Strategic and delivery partners
	Funders and commissioners
	Professional advisers and services

JOB PURPOSE

The Flourishing Community Services team deliver a wide range of services and projects across North Birmingham that enhance the lives of residents, provide tailored support to help individuals unlock talents, overcome barriers and achieve their goals & aspirations.

This post will support the teams, administration, contacting clients, keeping records up to date, taking notes, collating information, assisting reporting, and supporting activities and initiatives across the team.

This post will focus particularly on two employability projects, WOW²ED (funded by the European Social Fund) and Stand Out (funded by the National Lottery Community Fund), which aim to support residents to develop skills and confidence to enter employment, self-employment, or education.

1. JOB DESCRIPTION

Key tasks and responsibilities
<ul style="list-style-type: none"> • To complete administrative tasks and manage administrative processes as directed by line manager. • To contact clients, booking appointments, ascertaining, and verifying details for performance monitoring and reporting purposes. • To organise meetings, booking meeting space and arranging equipment as directed by Association staff & Directors. • To take notes/minutes of meetings and action logs, ensuring these are distributed in a timely manner. • To order goods and services as directed by manager.

- To input data, collate information, compile reports; maintain files, paper, and electronic records.
- To manage Association mailings and information distribution including post in and out of the office.
- To provide telephone and in-person reception at Association premises.
- To support Association staff in their administration of reports to funders, partners, or other stakeholders
- To work within relevant legislation and Association policies and procedures.
- To support wider Association work and developments.
- To carry out any other tasks which may be reasonably regarded as falling within the work requirements of the role.

2. PERSON SPECIFICATION

Method of Assessment: -

- Application Form (A)
- Interview (I)
- Test (T)

Experience

Essential	Desirable
Providing comprehensive office administration support including managing administrative processes on own initiative, reception phone and switchboard, post handling, purchase ordering (A)	Voluntary sector funder reporting (A)
Using Microsoft Office to produce reports, presentations, and spreadsheets (A)	Use of monitoring and evaluation systems including outcomes management (A)
Responding to enquiries from residents/general members of the public (A/I)	
Filing and maintaining paper and electronic records (A)	
Organising meetings and taking minutes (A)	

Skills and Qualifications

Essential	Desirable
Good interpersonal and communication skills (written and verbal) (I)	
Good organisation and planning skills (I/T)	
Team-working skills, able to work in a flexible and adaptable way (I)	
Good IT skills, including word processing, spreadsheets, email, web research, presentations (A)	

Method of Assessment: -

- **Application Form (A)**
- **Interview (I)**
- **Test (T)**

Knowledge

Essential	Desirable
Up to date knowledge of MS Office including Outlook, Word, Excel, and PowerPoint (A)	Understanding of the work of community development organisations (A)

Other requirements: A DBS check (formerly CRB) will be required for this post

Witton Lodge Community Association operates a Quality Management System (QMS) that has gained ISO 9001:2015 certification and staff are expected to develop and continually improve systems, processes and enhance customer satisfaction by our Quality Policy.

- Ensuring that customers' needs, and expectation are determined and fulfilled
- Setting Quality Objectives for your work area
- Reviewing, monitoring and measuring the effectiveness of QMS

This post is part-funded by the European Social Fund & National Lottery Community Fund.