

Hello

Thank you for your interest in working for Home-Start Hertfordshire in the role of **Business Support Officer**

Home-Start Herts' vision is to give parents the support they need to give their children the best start in life.

You will be part of the admin team, working alongside the Systems Information Officer, reporting to the Office Manager.

Your role will be varied and includes task such as use of databases, Microsoft Office, liaising with volunteers and staff, dealing with correspondence and scheduling meetings etc. It will require good organisational skills, but we can guarantee it will never be dull!

We recruit people who are passionate about what we do and we look after them, because the support we provide for families depends on us having a team that is motivated, committed and happy.

Our staff and volunteers are our most valuable asset and it is important to us to provide a successful work-life balance. To achieve this, we have some initiatives in place to support the health and well-being of our team, such as a dedicated well-being trustee, regular team meetings and supervision, an annual away day and flexibility in working patterns where possible.

Building diversity within the team is an absolute priority. We believe that a mix of backgrounds brings a variety of ideas, perspectives and experiences that will create a productive work environment in which talents are fully utilised and organisational objectives are met.

I wish you the best of luck with your application

Regards

A handwritten signature in black ink, appearing to read 'Suzy Moody', with a stylized flourish at the end.

Suzy Moody
CEO – Home-Start Hertfordshire

Closing date for the receipt of completed applications is **5pm Thursday 22 June 2023**.

Interviews will be held on **Monday 3 July 2023**.

Please note that due to our recruitment practices we cannot accept CVs and any applications received after the deadline will not be accepted.

If you have any difficulty in filling out the application form, please contact the office on 01438 367788 and someone will be happy to assist.

Please send your completed application form to: recruitment@home-startherts.org.uk

Job Title: Business Support Officer

Employer: Home-Start Hertfordshire

Hours of work: 22.5 hours

Salary: £21,575 - £22,369 annual salary (pro rata £13,120 - £13,603)

Location Based at Head Office in Stevenage

Responsible to: Office Manager

Purpose of the job

- To provide administrative support to the employees of the organisation and Board of Trustees as appropriate and agreed.
- To ensure the efficient administration of Home-Start Hertfordshire.

Main Responsibilities

- General office duties including report writing, database management, photocopying, diary management, filing, and mailing etc.
- Ensuring good communication with all stakeholders (families, volunteers, referrers, sponsors etc.) ensuring good practice in equality, diversity and fairness.
- Accessing, inputting and tidying data on the monitoring and evaluation CRM (customer relations management) system.
- Assisting staff to maintain efficient, accurate, and confidential records, including statistics collection and collation.
- Reviewing correspondence and bringing matters that are out of the usual day-to-day matters to the attention of the Board/Operations Managers.
- Providing administrative support to staff working remotely and liaising with volunteers when necessary.
- Working with all other members of the team to ensure good safeguarding practice in all aspects of the scheme's work
- Assisting with hospitality for visitors to the office.
- Assisting with reports, newsletters, minutes of meetings including Management Committee meetings and AGM.
- Supporting fundraising events and meetings as required.

- Attending to other matters in the office e.g. arranging office maintenance, ensuring supplies of stationery and office sundries etc.
- Complying with all Home-Start policies and procedures.

General Tasks:

- Supporting Home-Start Hertfordshire in maintaining high standards of practice across the organisation.
- Ensuring good safeguarding practice in all aspects of Home-Start Hertfordshire's work.
- Embedding diversity, equality and inclusion into all aspects of the role.
- Staying up to date with information on Home-Start network locally, regionally and nationally.

The post holder may be required to undertake any other duties that fall within the nature of the role and responsibilities of the post as detailed above.

What we offer you:

- A fulfilling role in which you will be key to enabling the charity to support families efficiently and effectively, and enabling us to do more
- Flexible working
- 28 days paid leave per year (including statutory bank holidays), plus an additional 4 concessionary days off (all calculated on a pro rata basis)
- 3% employer pension contribution
- Access to a 24/7 confidential health helpline which provides direct access to GPs and a confidential counselling service 24 hours a day, 365 days per year.

Home-Start is committed to safer recruitment practice as an important part of safeguarding and protecting children and vulnerable adults



Model Person Specification – Business Support Officer

Essential and desirable skills, abilities, experience, knowledge and special requirements for the post of Home-Start Business Support Officer.

This form also indicates how the different requirements might be assessed during the selection process:

A = Application Form, I = Interview, E = Exercise

Person Specification – Business Support Officer			
ESSENTIAL	Method of Assessment		
	A	I	E
Education and qualifications			
Good standard of education (GCSE, NVQ level 3 or equivalent)	✓		
Relevant IT training	✓	✓	✓
Employment history			
Relevant previous or current employment	✓	✓	
Skills and experience			
Proficient at using Microsoft Office suite, particularly Excel, Word, Outlook	✓	✓	✓
Experience of web-based management systems (Charity Log)	✓	✓	
High standards of practice and presentation at work	✓		✓
Experience of administrative work	✓	✓	
Effective communication skills: written, verbal and telephone	✓	✓	
Ability to prioritise	✓	✓	✓
Personal attributes			
Ability to work as a member of a team		✓	
Ability to work on own initiative		✓	✓
Ability to establish and maintain effective relationships with a wide variety of people		✓	
Knowledge of and commitment to equal opportunities and anti-discriminatory practice	✓	✓	
Understanding of the need for professional confidentiality	✓	✓	
Special Requirements			
Eligible to work in the UK	✓		
Occasional evening or weekend work		✓	
Willing to access training		✓	

ORGANISATIONAL CHART 2022-2023



TRUSTEES

Julia Gregory *Chair*
 Philippa Hart *Company Secretary; Chair of EDI working group; Well-being Champion; Vice Chair of ME Committee*
 Charlotte Wilson *Vice Chair – fundraising; Data/ information governance champion*
 Rachael Firth *Vice Chair – operations; volunteer champion; Safeguarding Champion*
 Sian Whittaker *Treasurer; Chair of Funding and Finance Committee*
 Pam Magee *Chair of HR Committee; Whistleblowing Champion;*
 Andy Watts *Vice Chair of Funding and Finance Committee*
 Beverley Gould *Chair of ME Committee; Health & Safety Champion*
 Gail Christey *Vice Chair of HR Committee; Safeguarding Champion*

