 

#### JOB DESCRIPTION

**Job Title: Administration Officer (Colne Valley Landscape Partnership)**

**Maternity Cover**

**Responsible to: Programme Manager (Colne Valley Landscape Partnership)**

**Responsible for: N/A**

**Location: Colne Valley Park Visitor Centre, Denham, Nr. Uxbridge.**

**JOB SUMMARY**

**Context**

The ‘Colne Valley – Landscape on the Edge’ is a Scheme led by Groundwork South and managed by a partnership drawn from across the Colne Valley Regional Park representing wildlife organisations, local authorities, and water companies.

The Partnership has secured Heritage Lottery Funding under the Landscape Partnership Grant programme and is now looking for a Programme Manager to oversee the 3 year Delivery Stage.

The Landscape on the Edge initiative features a diverse and ambitious range of projects and programmes. They include measures to help threatened water voles to thrive, conserve wildlife habitats, raise awareness among local people of the need to reduce water consumption and conserve wetland habitats, improve access routes into the area for local people, support local conservation groups, and encourage residents and visitors to celebrate their landscape by getting out and about in it.

**Main Duties**

Provide comprehensive administration support ensuring accuracy and quality as appropriate for the Colne Valley Landscape Partnership Scheme staff .

**Administrative support**

* Manage preparation of meetings and events including taking minutes, distributing papers, booking meeting rooms, organising equipment and displays, arranging catering.
* Create and update databases in compliance with GDPR regulations.
* Maintain familiarity with the Groundwork South’s work to be able to handle incoming telephone calls, letters & email enquiries. Take messages and send to appropriate colleagues as necessary.

**Financial support**

* Use Groundwork’s project management system and Excel spreadsheet systems to effectively manage finances systems recording income, procurement and expenditure. Ensure accuracy of financial information for funders. Data entry, processing invoices and orders as requested by the Landscape Partnership team. Filing and record keeping.
* Work with the Programme Manager, staff and partners to compile and submit appropriate paperwork (evidence) for the quarterly grant claims to the Heritage Lottery Fund and other match-funding grants. Provide copies of invoices and evidence of spend for reports to funders, support the Programme Manager on the preparation of financial reports to the Board.

**Assist on events and activities**

* Support the team with events and activities as necessary
* Support the team with the coordination of volunteers/stakeholder groups and associated engagement work, including the taking of bookings.
* Undertake surveys and data entry.

KEY AREA: PARTNERSHIP & STAKEHOLDER WORKING

As a front-line member of staff provide a friendly informed, professional approach when dealing with partners, stakeholders and the wider public.

**KEY AREAS: RESEARCH AND PROJECT DEVELOPMENT**

Learn from the achievements and failures of the team to improve systems of work.

**KEY AREA: SAFEGUARDING CHILDREN & ADULTS AT RISK**

Groundwork South is committed to safeguarding a promoting the welfare of children and adults at risk. It is the responsibility of each employee to familiarise themselves and comply with the organisation’s procedures and systems on safeguarding children and adults at risk. Primary responsibilities are:

* To adhere to the Safeguarding Policy and Procedures.
* To adhere to the Safer Recruitment Policy & Procedure.
* To report any safeguarding incidents or concerns immediately to your Designated Safeguarding Officer or Lead Designated Safeguarding Officer.
* To complete any Safeguarding Awareness training as required by Groundwork South
* If required for your post, undertake an enhanced DBS check and maintain annual membership through the update service.

KEY AREA: CUSTOMER SERVICE

Actively assists with customer service taking a lead in day to day operations to ensure that exemplary customer service is delivered with residents, tenants and leaseholders and clients.

**KEY AREA: QUALITY**

Focuses on customer satisfaction and delivers a quality service to the agreed standards

**KEY AREA: HEALTH & SAFETY**

Groundwork South is committed to ensuring the health, safety and welfare of its employees and it will, so far as is reasonably practicable, establish procedures and systems necessary to implement this commitment and to comply with its statutory obligations on health and safety. It is the responsibility of each employee to familiarise themselves and comply with the organisation’s procedures and systems on health and safety. Primary responsibilities are:

* To report all Health & Safety occurrences including potential hazards to line manager
* To comply with Groundwork South Health & Safety Policy and Regulations
* To carry out routine checks on vehicles, equipment and machinery and report any defects to line manager
* Use, store and maintain tools and equipment in line with Health and Safety best practice

ADDITIONAL RESPONSIBILITIES

#### Adheres to all the policies and procedures of the organisation

* Contributes to the Trust’s work in maintaining existing and achieving future accreditations and standards
* Commits to Continual Professional Development and undertake any training and development deemed necessary to fulfil criteria of post
* Any other duties commensurate with the level of the post.

**GROUNDWORK SOUTH VALUES**

All employees of Groundwork South are required to understand and contribute to the organisation’s values. Groundwork South is committed to transforming people’s lives and places through social, economic and environmental action. In terms of development and delivery of these projects we work across three business themes, Communities & Landscape Design Services, Youth, Employment & Skills and Environmental Services and we successfully deliver these projects by adopting a clear set ofvalues:

* Passion
* Commitment
* Empathy
* Professionalism
* Innovation

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| **Factor** | Criteria | **Essential** | **Desirable** |
| **Qualifications** | Educated to GCSE level, including A-C grades in English and Maths. Or equivalent. | x |  |
| Level 3 qualification in Business Administration or finance/accounting |  | x |
| **Knowledge** | A good understanding of administrative systems and financial procedures. | x |  |
|  |
| **Experience** | Experience of providing an administrative service in a business environment which includes the implementation and monitoring of office systems and providing support to team needs. | x |  |
| Experience of providing administrative support for grant funded programmes or projects, particularly Heritage Lottery Funded schemes |  | x |
| Experience of using software packages, in particular Microsoft Word and Excel. | x |  |
| **Skills** | Excellent organisational skills to enable the provision of an effective and efficient administration service. Experience of undertaking a varied workload of administrative and financial tasks, demonstrating an ability to prioritise to meet deadlines yet still achieve quality. | x |  |
| Good communication skills (written and verbal). Experience of dealing with external clients, partners, contractors, suppliers and the public, over the phone, via email and face-to-face. | x |  |
|  | Ability to maintain confidentiality as required | x |  |
| **Abilities** | Ability to work under own initiative and take responsibility relevant to the role. Ability to work as part of a team | x |  |
| **Special Requirements** |  | | |
| Able to work outside normal working hours i.e. attendance at occasional evening and weekend events. The Trust has a Time Off In Lieu system in place. | | |
| Full UK driving licence and access to a vehicle is desirable (but not essential) | | |

**TERMS AND CONDITIONS**

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| **Salary** | Circa £7,600 per annum (FTE circa £19k) |
| **Contract:** | Maternity cover to 31st December 2021 with possible extension |
| **Hours of work:** | Your normal hours of work are 15 hours each week (2days) excluding a half-hour daily lunch break and travel to and from the main place of work. |
| **Place of work** | Your normal place of work will be Colne Valley Park Visitor Centre, Denham Court Drive, Denham, Bucks, UB9 5PG. You will be required to travel on Groundwork business to carry out your duties at other locations for proper performance of your duties. |
| **Holidays:** | 25 days per annum plus English Bank Holidays. A pro rata entitlement is calculated for part time workers in each holiday year (which runs from the 1st January to 31st December). |
| **Pension** | Groundwork will comply with the employer pension duties in respect of the worker in accordance with Part 1 of the Pensions Act 2008 in relation to the Groundwork Pension Scheme, or such other registered pension scheme as has been set up by Groundwork. Participation in such schemes is subject to satisfying certain eligibility criteria and the rules of such scheme as amended from time to time. |
| **TOIL** | TOIL – Time Off In Lieu - Although there is no overtime paid by the Trust; the Trust has a Time Off In Lieu system in place. TOIL is normally time spent at weekend and evening events/meetings or extra work as requested by your line manager. |
| **References:** | Employment to this post will be subject to receiving two satisfactory references. We reserve the right to approach any previous employers quoted to obtain a reference if deemed necessary. |
| **Proof of Eligibility of right to work in the UK** | Evidence must be provided to comply with the Immigration, Asylum and Nationality Act 2006  <https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/338399/An_employers_guide-28-07-14.pdf> |
| **Training:** | Undertake any training and development deemed necessary for the pursuance of the post, as identified through the induction and supported through our appraisal process. |

#### The above job description is a guide to the work you may be required to undertake but does not form part of your contract. The above job description is a guide to the tasks you may be required to undertake and may change from time to time to reflect changing assignments.

#### I have read and agree that this job description and person specification accurately defines the role.

Signed …………………………………………………………………………

Printed ……………………………………………………………………….