



GROUNDWORK SOUTH AND NORTH TYNESIDE RECRUITMENT PACK

Commercial & Environmental Services Administrator (Maternity Cover)

Groundwork South and North Tyneside

Charity Registration Number 1007918

The Eco Centre, Windmill Way, Hebburn, Tyne and
Wear, NE31 1SR

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<https://www.groundwork.org.uk/south-and-north-tyneside/>



The Groundwork Approach



The Groundwork movement began 40 years ago at a time of political, social and economic challenge, as an experiment to help communities cope with change and work together to make their lives and neighbourhoods better. That experience and that spirit of enterprise and innovation have never been more needed than now.

What drives us is the recognition that in every community - however disadvantaged - there are deep reserves of pride in the local area and people with the passion and ideas to improve their circumstances and surroundings. Groundwork South and North Tyneside exists to harness that pride and unlock that passion through services, projects and programmes that change people's lives now but also make our communities across our region more resilient for the future.

We know that many people face multiple challenges - living in isolation or with significant health issues in communities with few facilities and limited employment prospects. We work with partners to address these challenges in three ways: we create better places, we improve people's prospects, and we promote greener choices.

Wherever and however we deliver, our approach will always be informed by our commitments:

- > **We will invest in the places and people that need us most**
Prioritising our resources to bring about lasting change by building skills and capacity within local communities where we can make most difference.
- > **We will grow a culture of equity and inclusion**
Operating transparently and with integrity and seeking out a diversity of viewpoints, both in the work we do and the people we employ.
- > **We will be committed to collaboration**
Forging strong partnerships, contributing to a thriving community sector and helping others lead where this will achieve greater impact
- > **We will act as environmental exemplars**
Championing practical action to combat the climate and nature emergency and measuring and reducing our own environmental impact



Why our Work is Needed

We believe that working with local communities to build their resilience is vital in facing up to the challenges of a globalised economy and a changing climate. We know that the negative effects of climate change and environmental breakdown impact first and worst on those who have the least power in society, and who contribute least to the cause of the crisis. A 'just transition' to an inclusive, net-zero economy must tackle, rather than entrench, this inequality and provide a springboard for better work and healthier, happier lives in the places that need it most.

This means creating green jobs that build wealth in local communities, changing behaviour to reduce wasted food, energy and water, providing biodiverse, accessible green spaces, supporting businesses to be more responsible and empowering communities to lead activities that improve their quality of life and promote health and wellbeing.

The UK is one of the richest nations in the world, yet many people in many communities face significant hardship

- Continued reductions in public spending means there is a risk of greater social inequality and greater social inequality and greater geographic disparity as services people rely on, are cut
- The neighbourhood services that enhance our quality of life- from youth clubs to parks-have felt the brunt of spending reductions
- As our economy and welfare system change, some people feel marginalised and vulnerable
- Environmental impacts- from flooding to energy price rises-impact disproportionately on those who have least protection,
- Addressing these challenges requires new ideas and approaches, engaging communities and businesses and shaping new ways of delivering public services

- ✓ 89% of community groups say their work is needed more than ever, but more than half say it got harder for them to operate in the last ten years
- ✓ 75% of people say they feel unable to influence decisions about what happens in their local area
- ✓ Nearly half of young people say they feel they don't belong to their neighbourhood
- ✓ 2.69 million people do not live within a ten minute walk of a green space. Those who are at greatest risk of poor physical and mental health, are more likely to miss out on the benefits of green space
- ✓ Around half a million young people were 'economically inactive' - not in learning or employment and not looking for work
- ✓ One in ten households in England is experiencing fuel poverty, rising to almost one in five for ethnic minority households
- ✓ 76% of adults say they are concerned about climate change
- ✓ 40% of young people admit to feeling 'overwhelmed' by the climate change
- ✓ 90% of SMEs said being sustainable was important for their business but more than half said they were finding it difficult to take action



Working for Groundwork South and North Tyneside



VALUES

Our values inform what we do and how we do it.

We are **environmentally aware** and focused on **communities in need**.

We are **collaborative**, show **integrity** and strive for **quality** in everything we do.



EQUALITY & DIVERSITY

We are fully committed to eliminating discrimination and promoting equality and diversity in our workforce and employment practices, in the work we undertake, and in the provision of all our services.



SAFEGUARDING

We commit to doing everything we can to ensure the safety of those involved in our projects, programmes and services. Our safeguarding team ensures that our safeguarding policy and practices are rigorously implemented and continually reviewed and improved. Safeguarding is embedded in our organisational culture.



SUSTAINABILITY

Our federation strategy commits us to being environmental exemplars, which means embedding the principles of sustainable development in what we deliver and the way we work. Sustainable development means meeting our own needs without depleting natural resources for future generations. It also means recognising that our environment, economy and society are all connected.

Groundwork believes that the needs of local communities must be central to the way we tackle the climate and nature emergencies. Our ISO14001 accreditation supports our achievements.

What are we looking for?



Groundwork South and North Tyneside has been Changing Places and Changing Lives for over 30 years through a variety of environmental, learning, health and skills programmes.

We are a fast paced and diverse charity with an excellent track record in partnership working and high-quality delivery.

The successful post holder will be a motivated and dynamic individual who will have the skills required to support the service functions which fall under the portfolio of the Head of Commercial and Environmental Services

This role is based at the Eco Centre, Jarrow.



Our Groundwork Team

Board
of
Trustees

Chief Executive
Andrew Watts

Governance
Officer

Service
Manager -
Research,
Education
& Learning

Director of
Provision and
Achievements

Director
of
Corporate
Services
Manager

Head of
Commercial &
Environmental
Services

Head of
Development,
Communications
and Impact

Service
Manager
Visitor
Engagement
and
Development

Culture &
Heritage Team

Education Team

Route2Work
College

South
Tyneside
Young Carers

Training &
Enterprise
Network
North East

Finance Team

HR Team

Property
Team

Farm & Land
Team

Commercial
Services Team

Green Doctor
Team

Visitor
Services
Team

Events &
Marketing

Collections &
Engagement

Role Details

Hours of Work: 22 hours per week. Temporary maternity cover contract.

Work Location: Eco Centre- Jarrow

Salary: £23,492.04 per annum pro rata (£12.21 per hour)

Reporting to: Head of Commercial and Environmental Services

Main Duties & Responsibilities



Administration

- To process all purchase orders for the Commercial and Environmental Services team
- To process all sales invoices for the Commercial and Environmental Services team
- To provide administrative duties for the Property Services, Farm and Land, Green Doctor and Groundwork Shop teams
- Provide record keeping for Health & Safety systems and the Trust's environmental/carbon accreditation standard
- To book all routine service calls and reactive repairs for all properties
- To book all servicing, MOTs and safety checks for a small fleet of vehicles
- To carry out annual contractor approvals (checking qualifications and insurance levels)
- Purchasing of sundry items for the use of the Property Services, Farm and Land, Green Doctor and Groundwork Shop teams
- Submitting monthly utility meter readings
- Produce ongoing utility consumption records/reports for analysis
- Support Head of Commercial and Environmental Services in data collection/analysis for the purpose of updating the Trust's decarbonisation action plan
- To maintain the Trust's mobile phone contract (utilising MDM) in conjunction with the HR Manager



Main Duties & Responsibilities

Internal Customer Service

- To maintain our MS Teams derived Maintenance Log and keep users upto date with expected completion times
 - To maintain our Property Management Team and Channels and provide accurate record keeping
 - Liaising as necessary with SaNT Corporate Services team around finance issues
 - To build and maintain good professional working relationships with other Groundwork teams
 - To maintain good housekeeping at all times
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Organisational Responsibilities

- **Investors in People** - Groundwork South and North Tyneside is committed to working within the principles of Investors in People (IIP) status and you are expected to support the ongoing development to support this.
- **Health & Safety** - All staff and volunteers have responsibility for ensuring that their working environment is healthy and safe and that staff and volunteers for whom they are responsible for, or working with, are not placed at risk. All staff and volunteers will be expected to familiarise themselves with and adhere to the current Health & Safety Policy.
- **Equal Opportunities & Diversity** - Groundwork South and North Tyneside strives to be an equal opportunities employer and operates an Equal Opportunities policy. It also recognises the benefits that a diverse workforce brings to the organisation and welcomes this.
- **Data Protection** - Groundwork South and North Tyneside endeavours to comply with the Data Protection Act 2018. It may be necessary to disclose personal data to funding bodies - where a role is funded externally - in order to comply with their funding requirements. If this applies to you we will inform you about what information is shared.
- **Personal Development** - All staff and volunteers will be expected to participate in a broad range of personal development activities in line with best practice and take responsibility for identifying own learning needs in order to fulfil the requirements of the role and support career progression.
- **Corporate Training** - All staff and volunteers will be expected to attend and fully participate in the Trust's Corporate Training Programme.



Person Specification

	ESSENTIAL	DESIRABLE
Education/Training/Qualifications	<ul style="list-style-type: none">English and Maths GCSE grade C or above or equivalent	<ul style="list-style-type: none">Driving Licence
Experience and knowledge	<ul style="list-style-type: none">Well-developed interpersonal and communication skillsExcellent organisational skillsTeam playerExcellent time management and prioritisationAbility to work under pressure	<ul style="list-style-type: none">Working knowledge of Microsoft TeamsPrior experience of administration work
Competencies	<ul style="list-style-type: none">Ability to work calmly under pressureAbility to balance conflicting prioritiesConfidence when dealing with other staff face to faceFlexible according to the needs of the businessSense of humourEqual opportunities for all staff, volunteers and clients or participantsSmart and professional appearanceEnthusiastic and positiveWillingness to learn new skills	



Person Specification

ESSENTIAL

DESIRABLE

Values and Attitudes

- Experience of Health & Safety, Safeguarding and Prevent processes
- Committed to the ethos of Groundwork and it's practices

Additional Requirements

- Willingness to be flexible and be supportive to all projects



What will we offer you

As a charity, we have a great team of passionate people who are committed to our vision, supporting our local communities and delivering the best outcomes for local people across a large and diverse range of projects. You can learn more about the great work we do by visiting our website

<https://www.groundwork.org.uk/south-and-north-tyneside/>

You'll get;

- Enhanced Pension Scheme
- Excellent holiday entitlement of 25 days, rising to 28 days per annum plus public holidays
- Family friendly policies to support work/life balance and time off in lieu for out of hours work
- Business travel expenses
- Better health at work activities
- Access to a Cycle to Work Scheme
- A commitment to equality, diversity and inclusion which ensures everyone can make best use of their skills, free from discrimination or harassment
- Staff Death in Service scheme
- Friendly, team environment where we support each other to achieve





Groundwork South and North Tyneside strive to have a diverse and inclusive workforce that is representative of the communities we serve. We want you to be yourself at Groundwork and we value everything that makes you unique. We recognise and celebrate your difference and together we make Groundwork a special and great place to work.

Groundwork South and North Tyneside is committed to safeguarding and protecting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Join Our Team

Groundwork South and North Tyneside

www.groundwork.org.uk

