



BURY
VOLUNTARY,
COMMUNITY
& FAITH
ALLIANCE



LIQA
Local
Infrastructure
Quality
Accreditation

Recruitment Pack

Administration and Facilities Officer

Closing Date: 5pm Sunday 26th November

Interview Date: Thursday 7th December

Who we are

At Bury VCFA we're proud to champion the vital role the VCSE sector makes to the people and communities of Bury.

Set up five years ago, Bury VCFA is here to develop the capacity of VCSE sector groups and organisations and connect people to the wealth of volunteering opportunities in the Borough.

We support the voice of the VCSE sector through our networks and strategic representation across a wealth of themes including health and social care, children and young people, community safety, skills and employment and the environment.

We promote the sector, championing its' role strategically and acting as a catalyst for the sectors' involvement in the design and delivery of local services.

We are looking to add to our committed team of staff to ensure we continue to deliver quality services that meet the changing needs of the VCSE sector in Bury.

For more information about our services, please visit www.buryvcfa.org.uk



How we work and what we do

Our work aligns with the four key functions of Local Infrastructure as identified by NAVCA (National Association for Voluntary and Community Action) for which we're proud to have received accreditation in April 2023.

We provide volunteering and organisational development support to the VCSE sector in Bury - helping to build its capacity to enhance the quality of life for individuals and local communities. We promote the sector, championing its' role strategically and acting as a catalyst for the sectors' involvement in the design and delivery of local services.

PARTNERSHIPS AND COLLABORATIONS



Creating opportunities and driving effective joint working by building networks of local organisations and strategic partners.

LEADERSHIP AND ADVOCACY



Mobilising and encouraging community action, strengthening our sector's voice and influence on key decision-makers and funders.

CAPACITY BUILDING



Providing practical support and opportunities for people to develop skills in their local community, so that they can achieve their goals and aspirations.

VOLUNTEERING



Building an environment in which volunteers and their communities thrive, by encouraging and nurturing volunteering opportunities.

At Bury VCFA we offer a range of benefits to ensure you feel supported and connected



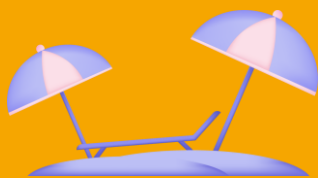
35 hour full time working week



Flexible working policy



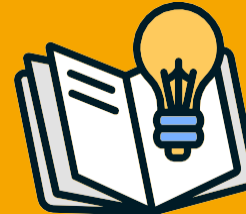
Real Living Wage Employer



25 days annual leave plus bank holidays (pro rata)



Additional holidays for continuous service



Training and development opportunities



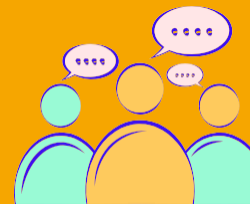
IT resources to keep you connected



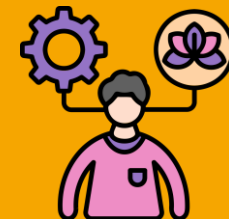
Career progression opportunities



5% employer pension contribution



Regular team meetings and networking



Monthly supervision to share work practice

Administration and Facilities Officer

Salary	£21,000 - £22,000
Hours of Work	Full-Time (35 hrs per week, Mon - Fri)
Contract	Permanent
Benefits	5% Pension Contribution 22 Days annual leave + 3 concessionary days + bank holidays
Location	VCFA Office, Castle Buildings, Market Place, Bury BL9 0LD
Responsible to	Admin Manager
Key Relationships	VCFA staff; Co-residents; Visitors; Suppliers; Contractors
Special Conditions	Occasional evening or weekend work
Area of Work	Bury, with occasional travel across Greater Manchester

Who we're looking for

Bury VCFA is a dynamic organisation delivering a range of services and activities. The ideal person we are looking for is someone who:

- Has good general administration skills including good IT skills
- Is a clear and confident communicator able to relate to people from all walks of life
- Has awareness of health and safety in the workplace and can help us create a safe, healthy and welcoming place to work
- Has a practical 'can do' attitude and can be reactive and proactive to tasks and responsibilities on a daily basis
- Ultimately, can be the welcoming face of Bury VCFA – providing good customer service to visitors and enquiries

What you'll be doing

This role is part of our internal services and support at Bury VCFA. The team ensures the smooth running of Bury VCFA as an organisation so that we can provide the best possible service to Voluntary, Community and Social Enterprise (VCSE) Organisations within Bury as well as local residents.

This role will support the day-to-day activities and operations of Bury VCFA, in particular our premises within the Castle Buildings in Bury, ensuring a safe, friendly and welcoming environment for our staff, volunteers, tenant, clients and visitors.

Main Responsibilities

Facilities / Office Responsibilities

- Creating and maintaining a welcoming, safe and supportive environment for tenants, staff and volunteers, clients and visitors
- Liaising with tenants on operational requirements and matters relating to the building/services including arranging and supporting monthly tenant meetings
- Acting as the initial point of contact for key issues including health and safety, first aid and fire alarms (including contacting relevant colleagues for actions)
- Liaison with service providers to the building including cleaners, waste disposal, IT services etc.
- Managing the building's room-booking system including facilitating external bookings and supporting meetings that are taking place in the building
- Working with the broader staff team to ensure effective office cover for Bury VCFA as well as the opening/closing of the building (including out-of-core business hours, when required)

Administration Tasks

- Responding to enquiries made in person, by email or by telephone in a welcoming and supportive manner
- Responsibility for the Bury VCFA generic mail & email; responding to routine incoming mail and forwarding queries and information to relevant colleagues
- Proof-read your own work and any other documents required by the Admin Manager
- Managing and maintaining filing systems (electronic and other), in accordance with agreed procedures
- Providing administrative support as required for our database systems working with relevant colleagues including providing information from these on request / as necessary
- Organising meetings ensuring the preparation and circulation of papers as well as recording minutes / key actions.
- Providing administrative support to our HR and finance functions, for example collating received job applications and helping to arrange interview dates.

Person Specification

Skills
The ability to work effectively in a busy administration / office environment, managing competing priorities
Excellent customer-care and public-facing skills and qualities; able to engage with a variety of people face-to-face, by telephone, mail/email
Excellent written and verbal communication skills; able to demonstrate attention to detail and accuracy
Excellent organisational skills; managing & prioritising own workload within an agreed plan
A practical approach to problem-solving
Able to use initiative; be responsive and/or proactive to needs of the organisation
Confidence using digital technology including office applications and video conferencing

Knowledge
An awareness of building-/office-management and related issues
An awareness of Health & Safety in the Workplace (or willingness to learn)
First Aid Qualification (or willingness to undertake training)

Experience
Experience of working (or volunteering) within an administration or a public-facing role
Experience in organisation and facilitation of meetings, activities and/or events
Experience working with and relating to people from diverse backgrounds

Behaviours
A commitment towards Bury VCFA's mission in supporting a vibrant Voluntary, Community & Faith sector in Bury.
Able to positively represent the organisation
Able to work flexibly – including occasional evenings and weekends, as required
A commitment to equality, inclusion, positively promoting diversity and challenging inequality.
A commitment to your own personal training and development.

Other Duties
To take responsibility for individual admin, attend team meetings and mandatory training
Assist colleagues with/at external events, eg. AGM, promotional days, training days, conferences, etc
To act as a secondary key holder for Bury VCFA supporting access to the building during normal working hours
To perform any other duties commensurate with these responsibilities, the needs of the organisation, the grade of the post and the skills and qualifications of the postholder

This job description is intended as an outline of the general areas of activity and responsibility for the post holder and may be amended according to the changing needs of Bury VCFA.

To apply for this position, please submit:

- Your CV (2 pages max)
- A supporting statement which describes how you meet each of the competencies in the person specification (2 pages max)

Please return your CV and supporting statement to admin@buryvcfa.org.uk

by 5pm on **Sunday 26th November 2023**.

Contact for informal discussion: Pauline Crossley, Bury VCFA Admin Manager
pauline.crossley@buryvcfa.org.uk or telephone 0161 518 5550