

JOB DESCRIPTION

Job Title:	Support Officer
Salary:	London Living Wage (currently £13.85 per hour)
Hours:	Variable hours between 8am-8pm Monday to Friday, 9am – 6pm Saturday and Sunday
Contract Term:	Zero Hours contract
Managed by:	Facilities Manager
Job Summary:	To provide reception, administration and facilities support to ensure the effective day to day running of our Hubs and to support the core services and activities of Sobus.

Job tasks

Reception:

1. To act as first point of contact for all visitors and callers at our hubs, ensuring they are signed in and appropriately assisted.
2. To be responsible for all incoming and outgoing mail, including postage, storage and notification of recipients
3. To take cash, cheque and card payments and ensure these are processed according to Sobus finance policies and procedures.
4. To respond to emails and ensure messages are passed on in a clear and timely manner
5. To provide all other relevant reception services, including record keeping and maintaining supplies

Facilities:

6. To be responsible for room and desk bookings, ensuring they are processed and managed in line with Sobus procedures, user requirements and recorded accordingly
7. To ensure the facilities and equipment are kept clean, tidy and in good repair, attending to minor faults/ referring to the appropriate contractor and keeping management informed
8. To carry out routine H&S checks and action any faults/ risks in line with our policies and procedures. Administration:
9. To respond to enquiries regarding local community and voluntary sector organisations and services (training on updating and using our CRM system will be provided)
10. To undertake admin support for Sobus, as directed

General Duties

1. To work variable hours between 8am- 8pm weekdays and 9am-5pm at weekends.
2. To carry out any other duties as may be required and in keeping with the post
3. To implement appropriate organisational policies and in particular Sobus Financial Procedures, Equal Opportunities, Data Protection and Health & Safety policies
4. To participate in training, 1-2-1s and team meetings as required
5. To take up appropriate opportunities for own continued professional development and participate in Sobus appraisal system

Developing expertise

In order to meet the business needs of Sobus, it is vital that the support team staff take an active and proactive role within Sobus – ensuring they are connected to our core work, and take appropriate responsibility for the effective management and running of our hubs and services. Individual members of the team are expected to be able to undertake the full range of tasks and duties at either hub (reception, admin and facilities support) but individual members of the team will take or develop a lead role in two or more key areas, supporting other members of the team to ensure everyone is capable of delivering all aspects of the team's functions. These areas of specialism might include (but are not limited to):

1. Finance admin – collating information for monthly invoicing, managing Petty Cash etc.
2. Facilities – repairs and maintenance, alarm systems, stock control and ordering supplies
3. IT and telephony systems (able to set up licensee's laptops to connect to the printers etc.)
4. Communications – able to update or add to the Sobus website, and Sobus social media platforms
5. Coordination of the Sobus Newsletter and Funding Bulletin
6. Coordinating various meetings and forums – including sending out meeting invitations and taking notes/minutes – including Sobus Board Meetings (6pm-8pm, every two months)
7. Civi – fluent in using and updating the Civi database, able to interrogate it to generate information reports and respond to enquiries about local organisations and services.
8. Reception systems and processes
9. Health & Safety and Data Protection

Our values

Values not only help us shape what Sobus does, but also how we do it and why – they are fundamental to the way we do business. Values come to life and are expressed through our actions and behaviours – all staff, trustees and volunteers must embed and embody these values in their behaviours and approaches to put them into practice. Values should be present and evident in the way that we behave and the way we interact with the individuals, organisations and communities we work with and for.

Sobus staff are obviously the main channel through which our services are delivered, viewed and perceived. We will evaluate how individual staff uphold and deliver our values through our appraisal system by assessing the degree to which all staff demonstrate the following behaviours and approaches:

Responsive: I have a 'can do' attitude and respond to the needs of others quickly, positively, professionally and appropriately.

Innovative and collaborative: I embrace change and constantly seek ways to improve the way I work. I work well with others to achieve Sobus' goals and objectives

Serving our Public: I put service to the public at the heart of everything I do, lead by example and take pride in serving our customers well

Championing Diversity: I am fully committed to equality, diversity and inclusion and demonstrate this through my behaviours, attitude and approach

Passion, Professionalism, Integrity and Accountability: I act with professionalism and integrity at all times.

Person Specification

Experience	
Essential: • Experience in reception, customer care and/or administrative roles • Able to multi-task, meet and work to deadlines • Experience of general administrative tasks • Experience of operating standard office equipment	Desirable: • Experience of working in a confidential environment • Experience of working in a facilities environment, including understanding of Health & Safety and Data Protection principles. • Experience of managing minor faults/problems with standard office equipment • Experience of using social media in a business or professional capacity
Skills	
Essential • Excellent verbal and written communication skills • Excellent interpersonal skills • Good IT and keyboard skills including Outlook, Word, Excel and conducting Internet research • Competent administration skills, including drafting communication, minuting meetings and other general office admin duties • Confidence and ability to undertake minor facilities maintenance and repairs tasks • Able to undertake room set-up tasks, including moving tables, chairs and other items	Desirable: • Understanding of website content management • Recent experience in finance administration and/or excellent numerical skills
Attitude & Personal Characteristics	
Essential: • A calm, friendly and professional manner • Personal Commitment to Equal Opportunities, Health & Safety, Food Hygiene and Confidentiality standards. • Responsible and practical with a common sense and can-do approach • Systematic and methodical approach to task management • Welcomes responsibility and accountability for their role in providing a high quality service • Able and willing to work as a resource to other staff • Capacity to work flexibility and adapt to changing work levels and variable working patterns • Capacity to work under pressure and prioritise tasks • Able to work unsupervised using your own initiative as well as part of a team	Desirable: • Experience of dealing with challenging customer care experiences