DETAILS OF A POST

SECTION A: JOB DESCRIPTION

1. ASSOCIATION: **YMCA BOURNEMOUTH**

2. JOB TITLE: **Business support officer (Grade 2)**

3. RESPONSIBLE TO: Family help team manager

4. JOB PURPOSE: To provide an efficient, professional administrative service to YMCA Bournemouth staff team and service users

1. as part of commissioned Early Help work.
2. using The Stourvale Centre for room hire purposes.
3. supporting the Child Contact Centre team.

The role has a statutory, occupational requirement to ensure the safety and welfare of all children, young people and adults at risk using our services. The post holder will take responsibility for ensuring safeguarding children, young people and adults at risk is a priority and follow both YMCA safeguarding policy and BCP Safeguarding Children Partnership and Dorset Safeguarding Children Partnership statutory guidance.

Words such as **employee** and **worker** are used here interchangeably and are not considered determinative of employment status.

1. MAIN RESPONSIBILITIES
2. To provide front of house reception cover
3. To liaise with contractors needing access to the building
4. To liaise with the estates team and building services regarding maintenance.

EARLY HELP

1. To provide a comprehensive administration service to the YMCA Bournemouth Early Help team.
2. To work closely with Family Help Manager to supervise/collate and maintain all aspects of monitoring and departmental records on behalf of the Family Hubs:
3. To use various IT software packages including data management systems, supporting the wider team where necessary
4. To manage telephone enquiries for the Family Help team and pass on information to team members as required.
5. To diarise and coordinate team meetings and to produce accurate, well-presented text, including letters, reports, minutes, memoranda
6. To attend user group meetings for BCP data management system and branding requirements and to disseminate information as required on behalf of Family Help manager.
7. To liaise with BCP’s Business Support officers where appropriate, including attendance at team meetings where this improves business processing and systems.
8. To handle the administrative elements of any recruitment and or Freedom of Information requests.
9. To comply with YMCA Bournemouth procedures for promoting and safeguarding the welfare of children and adults at risk, responding appropriately to any safeguarding concerns
10. To control office and First Aid supplies and equipment within a budget and order stock from YMCA central procurement;
11. To be responsible for petty cash and keep accurate accounting records of all expenditure.

ROOM HIRE

1. To deal with telephone and email enquiries.
2. To use various IT software packages including booking systems, supporting the wider YMCA team where necessary,
3. Producing rotas for cleaning and caretaking teams.
4. Setting up for daytime hirers, providing refreshments if necessary.
5. Taking payments from hirers and communicating with finance department.

CHILD CONTACT CENTRE

1. To deal with telephone and email enquiries
2. Taking payments and liaising with CCC staff and finance team
3. To use various IT software packages including data management systems, supporting the wider team where necessary.
4. To set up for CCC room hire, liaising with contact supervisors.

***In addition to the job set out in this job description the worker may, from time to time, be required to undertake additional or other duties as necessary within his or her capabilities and status to meet the needs of Bournemouth YMCA.***

6. SCALE AND IMPACT

The employee will be a member of YMCA Bournemouth serving Bournemouth, Christchurch and Poole.

7. DISCRETION TO ACT

The employee will have authority to act as outlined in the job description and in line with YMCAB agreed policies and procedures.

8. ENVIRONMENT

YMCA Bournemouth is a registered charity providing local services and projects that give children, young people and adults (particularly the most vulnerable) the compassion they need today, the hope for a better future and the faith to achieve it. We are inspired by our Christian foundations to work across a variety of areas, with the aim of transforming lives and communities so that together, everyone can belong, contribute and thrive.

Accommodation & Support - We are a supported needs’ Housing Association, with most of our residents needing short term intensive housing management support. Occupying hostel rooms and self-contained flats in a variety of locations, we offer personal support, life skills, counselling, keywork, advice and guidance and an array of additional services to aid move on to independence and a positive long-term future.

Family Work –We are commissioned to work in Family Hubs, with local families, children and young people helping to deliver effective and impactful support and quality services that secure positive outcomes. We also run our highly regarded Teddys Pre-school, with a speciality in supporting SEN and run a Child Contact Centres from various sites enabling children to have contact with their non-resident parent and other family members in a neutral, safe environment through supervised, supported or handover sessions.

Health & Wellbeing – We work in health and leisure with thousands of members using our facilities at any time for swimming, working out in our gyms, using our sports halls and other facilities. We also have a small gym and sports hall at our Westover Road that is one of the first gyms in the country, at this site we also offer specific fitness services for those with various support needs in our accommodation. In the school holidays we offer a range of holiday clubs. We also run a Christian retreat and activity centre in Studland for up to 32 people to get away for a self-catering break.

Training & Education – As well as providing training and education to our clients such as young people, families, hostel residents; we offer various professional training courses to local business, Churches and anyone in the community, including First Aid, Health & Safety and Safeguarding. We also offer several community venues/conference centres/rooms for hire.

Support & Advice – We run several youth centres in the region, we run ‘Chatterboxes’ groups for young people with disabilities and we work to inspire, train, mentor and support young people to empower them for life and to lead in the challenges of their generation. We have a Chaplaincy team working across all areas of the YMCA, serving the spiritual needs of our staff and community. We also have a professional BACP accredited Counselling Service for our clients, staff and the local community.

9. RELATIONSHIPS

Internal: The worker will relate to other staff members through regular staff meetings and report to the Family Help Manager on a regular basis.

External: The worker will develop and maintain effective communication and working relationships with all Family Hub , and multi-agency representatives working as part of the Centre agenda. The worker will also relate to parents and carers who may potentially use the service.

**SECTION B: PERSON SPECIFICATION**

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| --- | --- | --- |
| **1. Qualifications/ Knowledge/Experience** | Essential/Desirable  | How Assessed? |
| GCSE English and Maths or equivalent | E | AF |
| A proven track record of administrative experience, preferably in an office environment | E | AF, SS,I |
| Experience of using office technology, ICT equipment and Microsoft packages and bespoke databases. | E | SS |
| Safeguarding qualification Minimum Level 2 or willingness to train | E | AF |
| Previous experience of handing cash/reconciliation of transactions | E | SS |
| First Aid qualification | D | AF |
| Sound knowledge of safeguarding and child protection, equal opportunities, data protection, confidentiality, health and safety  | D | SS |
| Evidence of continuing professional development | D | AF, SS |
| **2. Abilities / skills** |  |  |
| Communicate effectively to a range of audiences  | E | SS, I |
| Excellent telephone manner | E | SS,I |
| Administration and organisational skills | E | SS |
| Ability to work without constant supervision, ability to manage own time and workload. | E | SS |
| Proven ability to manage change | D | SS,I |
| Build and maintain good levels of service, handling queries effectively and referring onwards as necessary by providing quality Information, Advice and Guidance. | E | SS |
| Self-motivated and positive attitude. Able to motivate and inspire others. | E | SS, I |
| Ability to organise and prioritise workloads. | E | AF, SS |
| Demonstrate reflective practice and personal development by engaging with the supervision and appraisal procedures | E | SS |
| **3. Personal/other** |  |  |
| Support the Christian Aims and Purposes of the YMCA | E | SS |
| Perform all duties and tasks, with reasonable adjustment where appropriate, in accordance with the DDA 1995 | E |  |
| Ability to cope with requirements of the post, which may include working with children who have emotional and behavioural difficulties or physical difficulties  | E | SS |
| Ability to travel between sites as necessary. | E | AF, I |

ADDITIONAL INFORMATION

The work is of a varied nature, in that there are significant periods of standing, walking and some handling of persons and equipment.

The nature of the work requires sensitivity, tact and calmness and the ability to deal with an unpredictable range of enquiries and help a wide range of clients’ needs.

There is the potential of exposure to acquired infection, verbal or physical abuse affecting personal safety relating to the provision of care.

February 2024

Name/Surname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_