



ROLE DESCRIPTION

We are a Christian and community based charity that seeks to empower local volunteers, predominately from the church, to engage with those most at need. Safe Families exist to create relationship and connection, offering support, hope and belonging to improve the lives of those in our communities, because everyone deserves to belong. Working hand-in-hand with Children's Services we link children, young people and families with local volunteers who can offer them help and support. Working with a large volunteer base Safe Families assists families in crisis by offering respite care to children and befriending to struggling parents and carers.

Title:	Business Support and Office Co-ordinator		
Location:	Nottingham	Hours:	24 hours (0.6 FTE), flexible on days
Reports to:	Programme Director	Pay:	£22,220 - £24,240* FTE (pro rata'd to 0.6 = £16,932-£18,180)
Start date:	February 2022	*depending on qualifications and experience	
Role type:	Temporary – Maternity cover		

Role summary

The Business Support Co-ordinator is a key enabling role which supports Safe Families to grow and maintain our work across the Central Region. Your responsibility will be to work alongside the regional Programme Director (PD) to ensure the success of our funded partnerships with schools and local authorities, ultimately ensuring that more families are connected into relationships that bring belonging and hope.

Your role will involve you liaising with existing partners and supporting the development of relationships with new partners across areas such as Local Authorities, Education and Health. You will be following up on requests for meetings, compiling data, writing reports and supporting effective and efficient decision making. You will also give support to the regional leadership team when required.

You will ensure the smooth and efficient functioning of the 3 hub teams based in 5 offices across the region, enabling them to be fully supported and able to thrive. An important part of this role will be coordinating the Nottingham office move in 2022, and operating as the key building point of contact.

In every communication and interaction, you will represent the values of Safe Families. This role is ideally suited to a people person who loves building and maintaining relationships with lots of different people, someone who enjoys a busy work environment, who naturally develops efficient working systems and is able to juggle competing priorities with ease.

Role responsibilities

Business support

- Attend and actively participate in team meetings and other meetings as required by the Programme Director ensuring accurate minutes are taken and any requested reports are provided
- Responsibility to support the regional leadership team in compiling data for quarterly and annual performance reports for each contract and proofreading final reports to ensure accuracy and quality
- Where necessary operate as the Safe Families contact with Local Authority commissioning partners
- Respond to requests for data and information from partners as and when required
- Where appropriate attend quarterly review meetings, ensuring any actions following meetings are completed by the relevant person
- Gather longitudinal data with local authority partners to see the long-term impact of Safe Families support for families
- Ensuring all contract paperwork is agreed and signed with funding partners
- Organise documents within Sharepoint

Office and team support

- Coordinate the move of the Nottingham office team to a new building in May 2022 and ongoingly operating as the key point of contact building
- Have oversight of all the regional office rental agreements and invoicing, office equipment and communication rentals, liaising directly with the Head of Solutions and IT and the Financial Controller
 - ensuring the team has the necessary access to office buildings
 - ensuring adherence to necessary health and safety measures and promoting this regularly within the team
 - ensuring good relationships with other building users
- Support the regional team by ensuring new and existing team members are equipped with necessary stationery, IT related equipment and other materials
- Coordinate the organisation of regional staff events (full team meetings, away days etc)
- When required, ensure national communication is effectively disseminated across the region
- Support the referrals team with the management of financial administration related to providing resources for families



Team culture

- Being a champion and advocate for the compassionate ethos and values of Safe Families which is rooted in the historic Christian tradition of showing kindness and hospitality to those in need.
- Participate in the wider team life of Safe Families, which may include occasional out of hours events such as volunteer evenings, training days and staff conference away days.
- Participate in the local and wider Safe Families team networks, sharing good practice and supporting other colleagues. This may include completing crossover tasks as required which are within your skill set and agreed in discussion with your line manager.
- Taking an active role in fundraising for the work of Safe Families. This includes, but is not exclusive to, engaging in finding monthly Financial Supporters, participating in sponsored events and helping Safe Families connect with local businesses.

Person specification

1) In all interactions and service, to model the values of Safe Families:

- Love. ***Loving abundantly*** – Supporting with hope, generosity and dignity.
- Belonging. ***Building community*** – Establishing positive relationships that bring security and connection.
- Faith. ***Trusting Boldly*** – Believing for lives transformed and in a God who can do more than we can ask or imagine.
- Empowerment. ***Enabling potential*** – Confident everyone has the ability to thrive
- Humility. ***Serving together*** – We know we can't do it alone, so we invest in strong, honest and honouring partnerships

2) Characteristics to be evident:

- A deep commitment to hope and the vision of Safe Families
- A genuine love for people and a desire to see them thrive
- A personal Christian faith which inspires others to live in a faith-filled way
- A natural friendliness with a good level of self-awareness
- Confidence and independence
- A love and vision for great team working
- A quick learner, teachable
- A natural organiser who appreciates order

Role requirements

Essential skills and abilities

- Excellent organisational skills, as well as excellent IT skills, including experience of CRM systems and databases.
- Excellent interpersonal skills with a confident and professional approach to working with partners and colleagues, both internally and externally; excellent verbal and listening skills
- Demonstrable ability to use the Microsoft Office including Word, Excel and PowerPoint
- The ability to take and write accurate and clear minutes of meetings
- Ability to maintain records, collate statistical information and create clear, detailed and comprehensive reports
- Ability to work independently, display initiative and bring creative solutions to challenging situations.
- Ability to work to targets and deadlines with a strong work ethic.
- Ability to work with discretion and confidentiality

Essential experience

- Experience of providing administrative support in a business, education, health or social care setting
- Experience of setting up and running office systems, such as filing and finance systems
- Experience of lone and team working, able to juggle multiple demands, helping others as needed.



Further notes:

Equality:

Safe Families actively encourages applications from Black, Asian and minority ethnic background candidates.

Safeguarding:

Completion of the recruitment process would involve the candidate being screened through an Enhanced DBS check.

Occupational Requirement (OR):

This post has been identified as having an OR to be filled by a Christian under the provisions of the Employment Equality (Religion and Belief) Regulations 2003 Section 7.2. All candidates must evidence they support the vision and values of the organisation.
