



JOB DESCRIPTION

Post:	Support Officer (SO)
Salary:	£13,000 – £15,000 per annum
Hours:	37.5 per week
Responsible to:	Centre Manager

Background to Post:

The Yemeni Community Associations' main thrust is to actively encourage participation of the local people to contribute to the regeneration of the local area. Empowering them to identify and voice health, social, environment and economic issues affecting the community.

The YCA delivers a broad range of services and activities at the Greets Green Access Centre and other venues to meet the needs of the local community. With the successful development of services and projects and the opportunity to actively engage in community development a vacancy has arisen for a Support Officer.

Job Summary:

The role of the Support Officer will primarily be the backbone for Administration and IT support within the YCA. This will include the review of current systems, policies, procedures and development of new ones. The SO will also provide day-to-day support for project workers. The SO will also work closely with the Centre Manager and other staff in meeting key project targets as well as managing the conference centre facility.

Key Responsibilities:

- Support and work with Centre Manager, MCM and colleagues to provide continuous and comprehensive administrative support including co-ordinating annual leave, reporting of sickness absence, maintenance of personnel records and taking minutes of meetings.
- Maintain an overview of the work and programmes/projects to assist and action where appropriate general enquiries/correspondence.
- Maintain and update policies/procedures, filing including computerised database systems and records.
- Ensure the day-to-day operation of the conference centre facility
- Planning and lead support for conferences, special events, projects and meetings.
- Support colleagues with IT needs and maintenance of all IT systems and equipment.
- To work in a flexible manner to ensure that the YCA objectives are achieved.

1. Administrative Support

- Ensure smooth and efficient running of YCA office/reception.
- Maintaining and updating policies and procedures ie. YCA Staff Handbook.
- Updating and managing the YCA members/partners database.
- Informing users of services/developments within organisation ie. mailshots, leaflets, newsletter, etc.
- Facilitating meetings including preparation of room and taking minutes of meetings.

2. IT Administration

- Software administration.
- Computer/IT equipment maintenance.
- Diagnosis of problems.
- Support staff with problems queries with IT.

3. Information Handling

- Administering/coordinating Learning Centre to ensure policies/procedures and outputs are met.
- Supervising and supporting users with basic IT needs.
- Managing Information Systems.

4. Training

- Supporting YCA staff and users with training needs.
- Undertake relevant training.

5. Quality Assurance

- Oversee developments & action needed to maintain and develop quality assurance standards ie. PQASSO and the matrix Standard
- Regular review of policies and procedures ensuring efficient processes are maintained

6. Conference Centre

- Marketing the conference centre facility locally
- Dealing with booking enquiries
- Producing and dealing with booking invoices
- Working with staff to ensure conference rooms are set-up and organised for bookings
- Set up audio/visual equipment and ensure adequate refreshments/catering stock levels are kept at all times

7. Other

- To carry out all duties in line with YCAs equal opportunities and Health and Safety Policies.
- The postholder will undertake such other duties as may be required to achieve the YCAs objectives.