

Job Description

Role: Business Support Assistant

Remuneration: £21,840 per annum (£12,600 pro-rata) £12 an hour

Contract: The role is employed for 12 months and may be extended subject to additional funding being secured.

It would be anticipated that the post-holder will contribute to developing evidence to underpin further grant-bids to extend and expand the role after the initial 12 month contract.

Hours of Work: 20 hours per week

Line Manager: Project Development Manager

Role Summary

The Business Support Assistant is responsible for the provision of support to the Trustees of Lockerbie Old School Community Hub and the Project Development Manager (PDM). The role will include taking a lead role in reigniting the Project's community engagement, managing accounts administration and record keeping, administrative support in relation to the general running of the project and the charity as a whole. The role will also help manage the charity's marketing, social media platforms and website and create and run events to help engage and disseminate the work of the Old School in the Lockerbie area.

Key Responsibilities

Area	Responsibility
Social Media & Marketing	<ul style="list-style-type: none"> • To create content for and update the LOS website and social media platforms, keeping the content current and in keeping with our branding. • social media platforms • Create a marketing strategy in conjunction with PDM and the Board. • Draft Press Releases and Newsletters to publicise our work • Publicise all upcoming events using social and print media • Promote events, activities and opportunities effectively using a range of platforms including social media

Area	Responsibility
Supporting the Board/PDM	<ul style="list-style-type: none"> • Provide administrative/secretarial support to the Board & PDM • Assist with the publication and production of marketing materials, funding applications, promotional material and reports. • Assist in the administration of Board meetings, liaising with attendees to produce the agenda, collating supporting papers and minuting meetings.
Accounts and Record Keeping	<ul style="list-style-type: none"> • Generate & process invoices and remittance notices • Maintain a record of invoices and payments received • Produce monthly account reports • Be responsible for monthly payroll processing (training will be given if necessary) • Maintain records of members, funders, stakeholders etc. • Evaluate and record outcomes of community events, projects and activities
Community Engagement	<ul style="list-style-type: none"> • Make and maintain links with local residents, funders, local and regional organisations to promote the project. • Establish a positive presence across the DG11 postcode • Create a timetable of exciting engaging events to promote the project and help develop the programming for the Centre when it opens. • Plan and run community events that respond to the needs of the DG11 area. • Work with, recruit and help to manage and support volunteers & Non Board members • Maintain positive relationships with external stakeholders and others in the public, private and third sectors
Security/H&S	<ul style="list-style-type: none"> • As a key holder to the town centre office and Old School building, ensure that keys are controlled and kept in a locked place when not in use. • Ensure that the LOS town centre office building and any office equipment is kept secure • Ensure that Health & Safety procedures are adhered to and any risks flagged to the Line Manager/Board.
Project Administration	<ul style="list-style-type: none"> • Assist in the administration of LOS projects - arranging meetings and processing paperwork etc. • Scan, print, copy and laminate documents • Organise & maintain the DropBox electronic filing system

Area	Responsibility
General	<ul style="list-style-type: none"> • Maintain regular contact with the Board Secretary, Project Development Manager and LOS Board. • Be available to attend monthly Board Meetings and other occasional meetings/events which are held out with normal working hours. • Attend training in relation to the work of the Project as requested • Deputise for and provide absence cover for the Project Development Manager in conjunction with the Board Secretary. • Undertake other tasks in line with the job purpose

Person Specification

Criteria	Essential	Desirable
Administrative support and accounts	<ul style="list-style-type: none"> • Ability to provide an administrative support service • Proven experience of book keeping. 	<ul style="list-style-type: none"> • Payroll Experience
Planning and organising	<ul style="list-style-type: none"> • Ability to plan and organise own workload • Ability to work independently, with initiative, and to retain focus and direction • Experience organising and hosting events. 	<ul style="list-style-type: none"> • Experience organising and hosting events for a community/third sector organisation.
Communication skills	<ul style="list-style-type: none"> • Strong verbal and written communication skills • Ability to communicate effectively with a variety of people from communities, businesses and agencies at all levels and in a professional manner • Experience of producing publication materials, letter writing etc. 	<ul style="list-style-type: none"> • An understanding of GDPR • Experience of writing press releases • Experience of working with young people and disadvantaged groups.
Social Media and IT	<ul style="list-style-type: none"> • Experience of Microsoft Word, Excel and Outlook • Proven experience of creating and managing content on social media platforms - FB, Instagram, Twitter & Tiktok • Sufficient IT skills and familiarity to handle, for example, email, social media, the design of simple posters or publicity leaflets, spreadsheets. 	<ul style="list-style-type: none"> • Experience of using DropBox • Experience of Microsoft Teams • Experience of website editing using a Basic Text Editor. • Familiarity with LinkedIn • Experience of using design programmes to create and edit images • Creating social media content for a business or charity • Experience of using

Criteria	Essential	Desirable
		Mailchip
Other	<ul style="list-style-type: none"> • Good standard of Higher/College education • Understand the need for confidentiality • Artistic ability to create posters and engaging marketing content • Excellent attention to detail • A willingness to undertake other tasks in line with the Projects needs. 	<ul style="list-style-type: none"> • Familiarity with the Lockerbie Area • Has their own transport • Experience of the voluntary sector or community-oriented work

Conditions of Work

- We anticipate the role will commence June 2022. It is funded for 12 months, therefore ended July 2023. It is anticipated that the post may be extended subject to funding and progress.
- Appointment is subject to a 3-month probationary period
- The post holder will receive regular support and supervision from the Board Secretary and Project Development Officer, both day-to-day and through regular supervision meetings.
- To enable a regular presence in the town, we anticipate that the post holder will be mainly based in our new offices in the centre of Lockerbie. Some home working and working elsewhere in Lockerbie and the local area will be required, as well as the ability to work during evenings and weekends when necessary to set up, run and support community events. Hours of work have some flexibility and should be negotiated with your Line Manager. There is a requirement to attend monthly meetings in the evening once or twice a month. These will be included within your 20 hour working week.
- The post attracts 30 days' annual leave per annum, plus 5 public holidays (pro-rated for part-time work based on a 35-hour full-time week). Pension entitlement is also available.
- The postholder will be provided with equipment to carry out their work - a mobile phone, laptop or PC and printer.