



# Volunteer Centre

Pershore

Registered Charity No 516080

## **JOB DESCRIPTION & PERSON SPECIFICATION**

**POST TITLE:** Business Support Officer - Finance & Administration

**HOURS OF WORK:** 12 hours per week (Monday – Thursday)

**SALARY:** £16440 pro rata

### **Principal Functions:**

To be responsible for all aspects of office finance and administration, including payroll, cash handling and banking, ordering of supplies and general enquiries.

To provide efficient and effective support systems to enable the Operations and Development teams to maintain existing services and develop new projects

To provide line management support for volunteers assisting in the delivery of business support functions

### **Main Duties and Responsibilities:**

#### **Finance**

- Maintain office accounts on TAS software system with supporting receipts and payments records
- Maintain sales and purchase ledgers, producing sales invoices for customers, services and supplies
- Process all sales and purchase invoices, ensuring payment within agreed terms, obtaining authorisation as appropriate
- Manage and expand the BACS payment system, maintaining accurate records securely
- Manage the payroll system, ensuring accurate and timely submissions to HMRC
- Manage the Petty Cash systems
- Manage and monitor cashflow, regular banking of receipts and bank statement reconciliation
- Process all volunteer and staff expenses claims, with reference to project records where necessary
- Completion of monthly financial reports for Chief Officer and Executive Board, liaising with the Treasurer and accountant as necessary
- Manage funding and fundraising activities, including 100 Club and Gift Aid, maintain appropriate records and submitting reports as required
- Preparation and production of end of year financial reports for the Annual Accounts

#### **Service delivery support**

- Manage resource centre and reception services, including access to equipment and room hire
- Manage the ordering of stationery supplies efficiently and economically and ensure all equipment is maintained to meet service demands
- Manage the renewal of service or utilities contracts, insurances, subscriptions and licences to ensure best value and compliance with legal requirements
- Responsibility for the DBS checking system for in-house projects and external organisations, keeping up-to-date with legal requirements and procedural changes, and advising as required
- Administer the Volunteer Centre Membership scheme, maintain records and promote and implement the service charges, liaising with service delivery teams as necessary

- Maintain the in-house volunteer database system, and oversee the regular checks required for in-house projects including car drivers' documentation, issuing reminders and updating records as appropriate
- Undertake regular (at least annual) customer satisfaction and quality assurance surveys for all projects and service users, including volunteers, analyse feedback and produce reports with recommendations
- Manage general communication with volunteers, including birthday cards and newsletters

#### **General**

- Maintain knowledge of current and developing issues both locally and nationally, including changes in legislation, to carry out the duties as specified
- Operate in accordance with Pershore Volunteer Centre's employment, health and safety, equal opportunities, safeguarding and other policies, procedures and practices at all times.
- Participate in the overall Staff Team, with regards to all matters that require a team approach, (e.g. Strategic Planning, office procedures, publicity and promotion, service user feedback) and maintain a helpful and supportive approach to staff, volunteers and trustees
- Undertake professional development/training to meet developing requirements and to maintain necessary skills and knowledge to carry out the duties as specified
- Act as an ambassador for Pershore Volunteer Centre at all times.

The list of duties is not exhaustive, but outlines the main features of the post at appointment and may vary as the job evolves without affecting the nature of the duties or the responsibility level.

### **Person Specification**

#### **Knowledge / experience**

- No formal qualifications required but a high standard of literacy and numeracy is essential.
- A working knowledge of TAS systems or a similar accounts package
- A minimum of 2 years' administrative experience.
- Cash handling experience working in a position of trust
- Experience of working with volunteers

#### **Skills / Abilities**

- Strong interpersonal, and communication skills
- Ability to develop good working relationships with a wide range of people and agencies.
- Ability to work effectively within a small team, motivating and supporting other workers and volunteers.
- Competent with IT, including word processing, databases and email.
- Proven ability to plan, prioritise and carry out work with minimal supervision
- A highly developed attention to detail and accuracy.

#### **Personal Attributes**

- An understanding of the voluntary sector, and the policy context within which Pershore Volunteer Centre operates
- An appreciation of the contribution and support needs of volunteers
- Commitment to equal opportunities good practice and ability to put policies into practice.
- A commitment to promoting and protecting Pershore Volunteer Centre's reputation within the local and wider voluntary and community sector