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| **JOB DESCRIPTION** |

**1. IDENTIFICATION OF JOB**

**JOB TITLE** - Administrative Support Officer (Operations Team)

**FUNCTION** - Corporate Services

**RESPONSIBLE TO** - Systems and Administration Manager

**RESPONSIBLE FOR**  - supervision of volunteers or apprentice as required

**2. OVERALL PURPOSE OF JOB**

To provide a range of administrative functions for the Operations Team to support the successful delivery of NFC’s programmes and projects. This will include PA support to the Director of Operations, grants administration, project support, servicing of meetings and event coordination. Working within the Corporate Services Team to provide a professional and efficient customer service function and contributing to the development and continuous improvement of systems.

**3. MAIN RESPONSIBILITIES**

**Operations Team**

Governance support for the Director of Operations

1. Providing PA support for the Director of Operations, together with arranging meetings and co-ordinating communications on behalf of the Operations team as required.
2. Providing a professional secretarial service for the Land and Forestry Working Group and the Tourism, Recreation and Communities Working Group, including assisting on the co-ordination, production and circulation of papers and taking minutes.
3. Providing other administrative duties as directed by the Director of Operations.

Grants administration

1. Maintaining complex grant spreadsheets, producing scoring templates and summary reports, recording grant panel decisions, and liaising with finance colleagues and budget holders as necessary to collate information for audit purposes.
2. Working with colleagues to ensure effective promotion of grant schemes including mailings, newsletters, and other communications.
3. Communicating with applicants on the outcome of their applications and liaising with the lead officer where feedback is required. Issuing offer letters, processing claims and invoices, collating final project reports and evidence of delivery.

Customer service

1. Working with the Systems and Administration Manager to develop and implement an effective and efficient Customer Service system and documentation of procedures.
2. Acting as the primary contact for a professional customer service function, dealing with enquiries via phone, web and social media. Follow procedures for dealing with Freedom of Information and Data Subject Access requests.
3. Acknowledging and logging all enquiries / complaints, identifying when to escalate and liaising with the team to resolve significant issues and responding in a timely and professional manner to our customers.
4. Maintaining a register of concerns/complaints and ensure that responses are provided within the service standard limits and following up where necessary.
5. Producing reports as required on complaints, timescales, and resolution – feeding these into the relevant teams for consideration on planning / improvements of activities.

General support for the Operations Team

1. Working closely with colleagues on the ongoing development and continual improvement of systems and processes.
2. Supporting the team with the organisation of events, workshops and large partner meetings, including managing invites and responses, organising venues and refreshments etc.
3. Supporting the team with records and data as required, including up to date records on tourism businesses for the website and key performance indicators.

**Corporate Services Team**

1. Working flexibly within the Corporate Services team to ensure professional running of the administration office. Providing PA support for the Chief Executive in the absence of the Governance Officer, if required.
2. Being a pro-active member of the database group, supporting colleagues with use and management of data on the CRM. Managing all data in accordance with NFC policy and Data Protection Regulations.
3. Managing the NFC’s petty cash imprest, providing monthly reconciliations.
4. Undertaking other duties as directed eg assisting at corporate events, tree planting days and any other ad-hoc tasks relevant to the role.

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| **JOB SPECIFICATION** |

**Hours of work**

This is a full time post, 37 hours per week excluding lunch breaks.

**Remuneration**

The full time equivalent salary for this post is based on Executive Officer (EO) grade within the range of £24,918 to £26,584 per year.

**Pension**

An important part of the pay and reward package NFC offers employees is the option to join the Civil Service Pension Schemes arrangements. These arrangements offer a choice of two types of pensions:

* **Alpha:** This a career average pension scheme (defined benefit) that has a member contribution rate ranging from 4.6% to 7.35% dependent on your salary. The current employer contribution rate is c27% of salary.
* **Partnership pension account**: This is a stakeholder pension with a contribution from the NFC of up to 14.5% based on your age.

**Generous Annual Leave and Bank Holiday Allowance**

We offer 30 days’ annual leave and 10.5 days public and privilege holidays.

**Place of Work**

The principal place of work will be at the National Forest Company’s office in the heart of the National Forest at Enterprise Glade, Bath Yard, Moira DE12 6BA.

**Learning and Development**

Everyone at the NFC is supported to develop their skills and capabilities. All new employees joining will have a full induction to the NFC’s work and our policies. We also encourage our employees to take up volunteering opportunities as a great way to share skills, while developing new insights and stronger links with our communities.

**Staff Wellbeing**

We have various measures in place to assist with the wellbeing of our staff including:

* **Flexible working** – to allow for variations in your hours, or working from home, where this is compatible with business needs.
* **Employee Assistance Programme** – a free and confidential 24/7 telephone advice service available to staff.
* **Volunteering** – 3 days per year for volunteering opportunities

**Policies and procedures**

All staff are required to abide by organisational policies and procedures, to promote and act as an ambassador for the National Forest and to support the NFC’s aims and objectives on equality, diversity and inclusion.

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| **PERSON SPECIFICATION** |

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|  | Essential (E)  or Desirable (D) |
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| **EXPERIENCE & QUALIFICATIONS** |  |
| Proven relevant experience of providing high level administrative support and PA function | E |
| GCSEs to a minimum of grade C in English and Mathematics (or equivalent qualifications) | E |
| A levels or an equivalent level 3 qualification, such as a Level 3 NVQ, or level 3 national diploma | D |
| Experience of providing a high-level of customer service to stakeholders and the general public, including resolution of complaints | E |
| Experience of working with ‘thankQ’ or other CRM databases | D |
| Experience of minute-taking at board level meetings | E |
| Experience of using and maintaining complex work systems particularly spreadsheets | E |
| Experience of a similar role, preferably working in the charity sector | D |
| **KNOWLEDGE** |  |
| Good working knowledge of Microsoft Office suite, particularly Word and Excel, at intermediate level or above | E |
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| **SKILLS & PERSONAL QUALITIES** |  |
| Diligent with a high attention to detail | E |
| Well organised and able to prioritise busy workloads | E |
| A good understanding of and commitment to delivering excellent customer service | E |
| Comfortable taking significant responsibility and proactive in proposing new ways of working | E |
| Comfortable working on your own initiative to complete tasks and projects without close supervision | E |
| Flexible and positive outlook and the ability to work with drive and initiative | E |
| Proactive, with excellent team working and communication skills, supportive approach and the ability to establish good working relationships | E |
| A commitment to the aims of the National Forest | E |
| An understanding of the importance of equality, diversity and inclusion | E |

**June 2021**