

Role profile

Job title:	Charity Support Officer
Reporting to	Chief Executive
Office base	The Bluecoat, Chester
Hours	16 hours per week
Contract	Permanent
Salary	Up to £26,250 Pro rata

Role Overview

Reporting to the Chief Executive, you will be responsible for supporting the day-to-day operations of the charity, by providing professional, efficient and effective support towards the running of the charity office and daily business.

You will use internal systems and your duties would include undertaking a variety of support tasks including banking, governance, administration and reporting.

Acting as an ambassador for The Charity, you will help build key relationships with those in our office space and with visitors and residents of our almshouse accommodations.

Key responsibilities

- Ensure the Trustees and the Chief Executive have appropriate support in all aspects of their charity related governance and any committee responsibilities.
- Welcome visitors to the organisation in an appropriate and personable manner.
- Enable the smooth running of the charity office by dealing with enquiries by telephone, email and post, maintaining filing systems and supporting financial administration.
- Responsibility for the filing of all reports, returns and other documentation as required by The Charity Commission including annual statutory accounts.
- Responsibility for remaining up to date and knowledgeable of charity regulations and good practice to ensure that The Charity is fully compliant and operates in the best manner possible.
- Provide financial and administrative support to The Charity overall including:
 - Updating and maintaining accounts, processing supplier invoices and other records;
 - Arranging committee meetings, taking minutes and managing actions;
 - Detailing financial transactions which will include banking, invoices, staff expenses, journals, and petty cash reconciliation;
 - Ensuring all invoices are raised and processed on time.



- Provide various operational support to the Bluecoat Manager and Maintenance Manager for example:
 - Ongoing paperwork for tenants, new and departing.
 - Organising and assisting with resident review meetings;
 - Dealing with resident concerns and complaints.
 - Advertising vacancies and showing potential residents around the site.

Usual Accountabilities

- To receive, store and process data (in whatever form or medium such data takes – e.g., electronic and/ or documented) in a confidential manner and in accordance with agreed data management policies.
- To always promote the conduct and ethos of The Organisation.
- To always understand and apply all The Chester Bluecoat Charity policies and procedures in all areas of your employment.
- To attend any relevant training to support continued professional development in line with The Organisations' training policy.

This job description is subject to regular review in accordance with changing organisational needs and consultation.

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Excellent level of education or demonstrable experience 	<ul style="list-style-type: none"> • Management qualification
Experience	<ul style="list-style-type: none"> • Proven track record of successful support to a busy office environment • A track record of successfully delivering tasks, delivering to target and on time 	<ul style="list-style-type: none"> • Charity sector experience
Skills, Knowledge and Abilities	<ul style="list-style-type: none"> • Excellent interpersonal and administrative skills • Financial and commercial acumen • Ability to learn quickly and take on tasks outside your skill set • Ability to develop and maintain effective relationships • Great team player, fun and energetic • Knowledge of Charity/voluntary sectors • Appropriate levels of IT e.g., word processing, email 	<ul style="list-style-type: none"> • Financial qualification
Personal Attributes	<ul style="list-style-type: none"> • Understand and respect the charities vision, and values • Confidence working with people from diverse backgrounds. • Commitment to the mission statement values and to the specific charitable objectives and ethics of the Charity • Attentive to appropriately meeting people's needs • Proactive with dynamism and energy showing innovation, flexible and adaptable approaches • Ability to travel and communicate effectively • Drive and determination to achieve 	



The Chester Bluecoat is committed to supporting people with disabilities and will make reasonable adjustments to these requirements where this enables a disabled person to do the job effectively.

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Please note we do not score CV's. Please use the application form, available separately.

Please return your completed application form by email to:

Email –office@thechesterbluecoatcharity.co.uk marking the header Recruitment Private and Confidential