



CORPORATE SERVICES OFFICER JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE	Corporate Services Officer
LOCATION	Alloa
NUMBER OF HOURS	35hrs per week
HOURS OF WORK	Monday to Friday from 9:00am until 4:30pm
CONTRACT TYPE	Permanent
SALARY	£23,575- £27,163 Per Annum
REPORTS TO	Corporate Services Manager

ORGANISATION OVERVIEW

Transform Forth Valley is a charity providing a wide range of services to support individuals and families who are impacted by societal, financial or health inequalities. The organisation responds to a range of needs across Stirling, Clackmannanshire and Falkirk and supports individuals and families to tackle inequalities that diminish life chances. Transform Forth Valley works in partnership and takes a whole person approach, building a firm foundation from which an individual or family can achieve positive and lasting change. Our mission statement is:

“Transform Forth Valley is dedicated to empowering individuals and families to live a more fulfilled life. We work with partners to actively challenge inequalities and to achieve sustainable change.

JOB PURPOSE

The Corporate Services Officer will assist the Corporate Services Manager in delivering a critical support and coordination role for the whole organisation.

You will be committed to high standards and quality and will be responsible for the effective administration of all key functions of the organisation, including Human Resources, Finance, Fundraising, Facilities & Health and Safety, Performance Management, Trustee Support, Media & Branding and Training.

Led and supported by the Corporate Services Manager, the Corporate Services Officer will work collaboratively with the employees of Transform Forth Valley and the Board of Directors, to achieve the aims and objectives of Transform Forth Valley.

KEY RESPONSIBILITIES

The Key Responsibilities of the Corporate Services Officer will cover, but are not limited to, the core areas as below:



CORPORATE SERVICES OFFICER

JOB DESCRIPTION AND PERSON SPECIFICATION

HUMAN RESOURCES

- Effectively administering all Human Resource information including the accessing, inputting, and compiling of data and management of the HR Inbox.
- To maintain an accurate register of:
 - Organisational Policies and Procedures, Key holders, Staff Car insurances & Disclosure Scotland Checks
- Responsible for reviewing monthly payroll reports to ensure accuracy and highlighting any concerns or queries to the Corporate Services Manager.
- In charge of submitting monthly pensions data and quarterly Death in Service Insurance data.
- Maintaining personnel files.
- Administering the recruitment and leavers processes.
- Providing advice and assistance on policies and procedures.
- Creating and updating Human Resources supporting documentation.
- Contributing to the continuous improvement of Human Resource systems and practices.
- Ensuring confidentiality and data protection is maintained in accordance with the requirement of the Information Commissioners Office (ICO), Information Governance, contractual requirements, and the General Data Protection Regulations, 2018.

FINANCE

- Responsible for the administration of financial processes within the organisation including the management of the Finance Inbox.
- In charge of accurately recording the income and expenditure across the organisation.
- Effectively maintaining all Petty Cash funds.
- Issuing and chasing Sales Invoices.
- Ensuring that monthly staff expenses are processed.
- Keeping all associated documentation and information is up to date and accurate.
- Supporting the Corporate Services Manager with the Annual Accounts Audit to ensure all requirements are met.
- Working in collaboration with other staff members on Service Budgets.

FUNDRAISING

- Researching and identifying potential funding opportunities in collaboration with the Corporate Services Manager.
- Working collaboratively with other Transform Forth Valley employees to develop relationships with funders to understand their objectives and deadlines.
- Supporting with grant applications and collating relevant financial information.
- Accurately monitoring funded projects and supporting with written progress reports.
- Ensuring that all external grants are properly acknowledged in a timely manner and that all records held are GDPR compliant.



CORPORATE SERVICES OFFICER JOB DESCRIPTION AND PERSON SPECIFICATION

FACILITIES AND HEALTH & SAFETY

- Working with the Corporate Services Manager to ensure a safe and comfortable working environment for employees of Transform Forth Valley.
- Effectively liaising and working with external facilities contractors.
- To make sure that all Health and Safety checks and Risk Assessments are completed and documented in line with the legal requirements.
- Contribute to the effective development and modernising of e-management approaches to the service including the development of I.T systems, technological aids, and systems.

PERFORMANCE MANAGEMENT

- To administer the recording of performance data across the organisation.
- Responsible for collating Quarterly Service Reports to create the Chief Executive's Quarterly Performance Report.
- To support with the analysis of performance data.

ADMINISTRATION AND TRUSTEE SUPPORT

- To provide direct administrative support when required to:
 - The Board of Directors
 - PA services to the Chief Executive
- To complete Business Support duties in the absence of the Business Support Officer
- Responsible for ensuring the highest standards of Information Management and Data Protection.

MEDIA AND BRANDING

- Working with the Corporate Services Manager to ensure that organisational resources and promotional materials are consistent and in line with Transform Forth Valley branding.
- Supporting with the coordination of promotional activities including liaising with media contacts, relevant partners, and vendors.
- Responsible for keeping all promotional documentation and materials updated in line with any relevant organisational changes.

TRAINING

- Responsible for maintaining the centralised system for documenting essential training across the organisation.
- In charge of liaising with external training providers to organise training for Transform Forth Valley employees.
- In charge of coordinating training dates for Transform Forth Valley employees.



**CORPORATE SERVICES OFFICER
JOB DESCRIPTION AND PERSON SPECIFICATION**

PVG / DISCLOSURE INFORMATION

Transform Forth Valley complies fully with the Disclosure Scotland Code of Practice, issued by Scottish Ministers, in connection with the use of information provided to registered persons and other recipients of information by Disclosure Scotland under Part V of the Police Act 1997, or the Protection of Vulnerable Groups (Scotland) Act 2007 for the purposes of assessing applicants' suitability for positions of trust. Therefore, Transform Forth Valley has determined that this post must be covered by the successful candidate having undertaken a satisfactory **Basic Disclosure**.

PERSON SPECIFICATION

Applicants will be measured against the following person specification

QUALIFICATIONS AND TRAINING	A minimum of a HNC in Administration or equivalent, or at least two years' evidenced experience of working in a similar discipline/environment.	Essential
	Standard Grade English and Mathematics or equivalent.	Essential
	A qualification, or practical experience of working with Microsoft Office applications including Excel, Word, and PowerPoint.	Essential
	A qualification or training in Finance Administration.	Desirable
	A CIPD certified Foundation Diploma in Human Resource Practice or working experience that is equivalent.	Desirable
	A qualification or training in Health and Safety.	Desirable
	A qualification or training in Fundraising.	Desirable
WORK EXPERIENCE	At least 2 years' experience in a similar role.	Essential
	Experience of producing consistently high-quality written communications.	Essential
	Experience of budgeting, financial reporting, and bookkeeping.	Essential
	Practical experience of Human Resources Administration.	Essential
	Experience of working in fundraising, including the preparation of funding applications for trusts, foundations, or businesses.	Desirable
	Experience of analysing information.	Desirable
	Experience of managing Facilities.	Desirable
	Experience of Health and Safety Administration including Risk Assessments.	Desirable
KNOWLEDGE, SKILLS AND ABILITIES	Excellent communication skills.	Essential
	Good literacy and numeracy skills with the ability to maintain written records.	Essential
	Strong attention to detail.	Essential
	A methodical and flexible approach to organising and prioritising a busy and varied workload.	Essential



**CORPORATE SERVICES OFFICER
JOB DESCRIPTION AND PERSON SPECIFICATION**

	The ability to build and maintain effective relationships with internal and external stakeholders.	Essential
	The ability to manage time and workload, independently, and meet tight deadlines.	Essential
	The ability to maintain appropriately professional boundaries with colleagues, external stakeholders, and service users at all times.	Essential
	The ability to support staff, colleagues, and senior managers to ensure that service aims are met.	Essential
	The ability to cope with change.	Essential
	Knowledge of how to effectively source funding for Third Sector organisations.	Desirable
	Skilled in writing effective funding applications.	Desirable
PERSONAL ATTRIBUTES AND DISPOSITION	A positive and objective approach.	Essential
	An empathetic, humble, and non-judgemental attitude.	Essential
	Aligned with the core values of Transform Forth Valley and a passion for their key objectives.	Essential
	Focused on improving processes and procedures to drive positive change.	Essential
	Committed to the principles of Equal Opportunities and Diversity, and to work effectively with individuals from a diverse range of backgrounds, understanding and respecting the impact of difference and diversity upon their lives.	Essential
	Willing to take part in available training and development opportunities to further knowledge and skills in relation to the job.	Essential
OTHER	Full UK Driving Licence Holder	Desirable
	Access to a Roadworthy Vehicle	Desirable