



## Job Description

Job Title	Business Support Co-ordinator
Line Manager	Business Manager
Salary	Salary in the range of £21,455 - £24,292
Working Hours	35 hours per week
Location	Based in Dumfries or Stranraer, home working may be required

## Our organisation

The purpose of Third Sector Dumfries and Galloway is to improve the quality of life of the most vulnerable and disadvantaged within Dumfries and Galloway. We do this by working with third sector partners and public sector agencies to identify areas and communities of greatest need, design responses and create an environment for innovation and growth.

Our core services are:

- Helping third sector organisations start, develop and grow through training and events
- Encouraging and involving volunteers
- Finding suitable funding sources and administering funding for third sector organisations
- Creating and delivering sustainable business plans
- Identifying the best way to manage people and money
- Connecting the sector with Community Planning and NHS Integration

## Overview of the role

The Business Support Team is responsible for supporting TSDG core business activities thus enabling engagement and relationship-building to flourish across the third sector community in Dumfries and Galloway.

The Business Support Co-ordinator will deputise for the Business Manager and provide administrative support to the Finance and HR functions of TSDG in addition to providing core business and adhoc project support.

## Main Responsibilities

### Act as depute for the Business Manager

**Provide administrative support for the finance function, including:**

- Receiving and processing purchase invoices, including communicating payment instructions to the accountant.
- Drafting sales invoices relating to income activity
- Reconciliation of monthly accounts and bank statements
- Instructing grant / award payments as directed by the business manager
- Undertake agreed purchasing
- Prepare and monitor budget spreadsheets.
- Co-ordinate project and core funding reports to funders

**Provide administrative support for the HR function, including:**

- Recruitment
- Onboarding
- Induction / Leaver administration
- Training
- Leave / absence records

**Core Business Support, including:**

- Be the first point of contact in person, by mail, email and telephone and respond in a professional, timely and efficient manner.
- Administer internal processes and procedures related to the day-to-day work of TSDG ensuring high levels of accuracy and efficiency.
- Deal with the administration of setting up meetings, roadshows and events (both physical and online) and administer any feedback / evaluation mechanisms.
- Maintain relevant areas of the content management database (STAN) with input from the engagement team.
- Co-ordinate the process for PVGs and Disclosures, supporting applicants to complete the process and provide an additional signatory role.
- Support meetings (including meeting arrangements and logistics, paper preparation and distribution, taking Minutes / Notes, following up on actions).
- Liaison with the landlords and sub-tenants as required and deal with building related issues, including maintenance, health and safety and fire safety.
- Support our volunteering work by monitoring volunteering requests and opportunities through our website and linking with our client database.

**Support the Business Manager in the delivery of Special Projects and Continuous Improvement, including:**

- Supporting the delivery of ad-hoc projects (administrative and finance)
- Document Standard Operating Procedures in relation to internal business processes
- Proactively look to continuously improve operational efficiency across the Business Support Team, raising suggestions with the Business Manager.

**General:**

- As requested, carry out, or support other tasks assigned to the Business Support Team.
- Adhere to TSDG's policies and procedures
- Uphold the values of TSDG
- Carry out other duties as may be reasonably assigned from time to time.
- This Job Description is non-contractual and subject to change as the needs of the organisation change.

**Person Specification**

	Essential	Desirable
<b>Skills, Knowledge and Experience</b>		
3 – 4 years relevant administrative experience	x	
1 – 2 years financial processing experience	x	
Basic knowledge of the third sector in D&G		x
Ability to organise and manage own workload	x	
Excellent written and verbal communications skills	x	
Anticipating and resolving administrative and logistical problems	x	
Gathering, handling, analysing, and manipulating data	x	
Ability to create and maintain records	x	
Attention to detail and accuracy	x	
Tact, diplomacy and discretion to work effectively with a diverse community of member organisations and stakeholders		
Ability to use Databases, Microsoft Office / Office 365 (Word, Excel, PowerPoint, Teams and Outlook) and online audio / web conferencing platforms such as Zoom	x	
<b>Education/Qualifications</b>		
SVQ Level 4, HND or equivalent, or ability to demonstrate the competencies required of the role, having gained experience in a similar role.	x	
<b>Personal Qualities</b>		
Self-motivated	x	
Ability to work autonomously or as part of a team.	x	
Committed to continuous improvement	x	
Customer focussed	x	
<b>Other Requirements</b>		
Valid driving license and access to a car with business insurance for work purposes		x
Commitment to equal opportunities	x	