**Business Support Officer**

Fixed Term Contract  
Job Ref: V383  
Hours/Days per week: 35 hours per week – (Flexible days/hours)  
Salary: £24,000 plus attractive employee benefits package  
Start date: ASAP  
Location: Home based or Office in Regional Area  
Closing date: Monday 11th April 2022 – 5pm  
Interview date and Location: Wednesday 20th April 2022, online

[Recruitment Monitoring Form](https://volunteeringmatters.org.uk/app/uploads/2022/02/Recruitment-Monitoring-Form-1.doc)

[Application Form](file:///C:\Users\ConorByrne\OneDrive%20-%20Volunteering%20Matters\Desktop\Head%20of%20Brand%20&%20Comms\VM%20-%20Application%20Form.pdf)

[JD - Business Support Officer](file:///C:\Users\ConorByrne\OneDrive%20-%20Volunteering%20Matters\Desktop\V383\JD%20-%20Business%20Support%20Officer.docx)

At Volunteering Matters, we use the unique power of volunteering to bring people together, build stronger, more resilient communities across the UK and solve some of society’s most complex issues.  From social isolation and loneliness, to improving health and wellbeing, to building skills, confidence and opportunity, and to ensuring young people can become change-makers in their community; the impact that we have is great.  And we won’t stop until everyone in the UK has the opportunity to thrive.

People-led and impact driven, we are a national charity that is deeply embedded in local areas across the UK. We operate in regional hubs across Scotland, England and Wales. We turn local knowledge and energy into action and progress, building stronger communities and a better future for all.

Our newly formed Enterprise Directorate is the entrepreneurial arm of Volunteering Matters which provides commercially viable products and services to a range of UK leading businesses. We currently have two established and distinct products and services; our Employee Volunteering Service and our separate Social Enterprise, Get The Gen. Our ambition is to grow both brands in terms of reach, clients and income and to add to our current portfolio of products and services as we grow.

**Role Purpose**

As the #iwill Business Support Officer, you will be helping to grow a UK wide movement of youth social action, where young people are equipped and enabled to shape change in their own lives and communities. You will be part of the #iwill coordination hub team, working alongside colleagues in Volunteering Matters and #iwill partner UK Youth to ensure that #iwill projects and programme activities are effectively coordinated, appropriately resourced, compliant and have the information and tools they need to run effectively.

You will work directly with the Head of Partnerships and Impact and Digital Communications Manager, and will be part of the #iwill team across Volunteering Matters and UK Youth. With your strong organisational, time management and communication skills, you will be responsible for leading on planned delivery, like reviewing and updating webpages and digital resources, administering #iwill Partnership meetings and team gatherings, supporting communications activity such as campaigns and newsletters, and providing business support to enable the #iwill movement to grow. You will also work closely and collaboratively with colleagues across the team on areas of planning, financial management, and impact.

**You will demonstrate trust and respect for your team members** and foster a culture of collective accountability. In collaboration with the wider team at Volunteering Matters you live our values and will play a leading role in making Volunteering Matters an inclusive, happy, and rewarding place to work and volunteer.

**Key Duties/Responsibilities**

* Provide Business Administration support to the #iwill team- this includes servicing meetings, and project monitoring
* Provide administration support to enable the #iwill movement to grow- including liaison with internal and external colleagues, youth engagement, and stakeholder mapping and engagement
* Support the planning, implementation, and impact reporting of key #iwill delivery, including Power of Youth day, #iwill week, and Ambassador recruitment
* Monitor, refresh and update the website, ensuring content is relevant and up to date
* Support the development of new web-based good practice resources for Power of Youth charter signatory organisations, such as case studies, Youth Advisory Board set-up guides, and other youth empowerment related materials.
* Liaise closely with internal colleagues across all core service areas, collaborating where necessary to ensure strategic priorities are met.
* Provide support and help with preparation for funding applications and monitoring reports

**Skills**

* Excellent administration skills- well developed skills using all Microsoft 365 functions, Zoom, Canva and ideally wordpress
* Excellent interpersonal skills to enable effective relationships.
* Excellent organisational and time management skills
* Self-Motivated
* Team Player
* Ability to demonstrate integrity
* Ability to multi-task
* Sound judgement
* Approachable

**Experience Required**

* Experience of performing a business support function
* Willingness to platform young people
* Belief in the Power of Volunteering and Youth Social Action.

**Qualifications**

Relevant experience and values alignment is more important for this role than specific qualifications

**Other**

**Location**

The post will be home based in the UK, with some UK travel required. The postholder will need good internet access to enable remote working. I.T. equipment and infrastructure will be supplied.

This role requires full DBS clearance.

**Our Values & Way of Working:**

In all that we do, we embrace a philosophy of ‘Freedom within a Framework’ and are guided by our values: Empowering, Inclusive, Compassionate, Positive & Straightforward.

*This job description is intended to include the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but while some variations will be expected, these will be at an appropriate level for the role.*

**Diversity & Inclusion**

Volunteering Matters welcomes all applicants and are keen to ensure our team reflects the diversity of the UK and the communities we serve. We encourage applications from disabled, LGBT and Black, Asian and Minority Ethnic backgrounds, along with candidates with any protected characteristics and from disadvantaged groups.

**Disability Confident & Reasonable Adjustments:**

We guarantee to interview anyone with a disability whose application meets the minimum criteria for the role. Please provide evidence in your application, which demonstrates that you meet the level of competence required in the “Experience/Skills” section of this advert. To be considered for a guaranteed interview or to discuss any reasonable adjustments during the process, please state this in your application or contact [join@volunteeringmatters.org.uk](mailto:join@volunteeringmatters.org.uk) for more information.

We have also committed to the following pledges which positively encompass our recruitment and selection processes and methodology: The Promise, Show The Salary, Salary History.

**Benefits**

Our employee benefits reflect our culture which is built on an approach of full flexibility with accountability, and designed to let you make your most positive contribution; we offer Flexible Working by Default (re hours & place of work), Unlimited Annual Leave, Employee Pension scheme, Life Assurance, Cycle to Work Scheme, Season Ticket Loan, Employee Assistance Programme, enhanced sick and family leave. We are also open to discuss job share applications.

**GDPR Statement**

If you apply for a role with us, we will retain your contact details including your name, address, email address and phone number to help us manage your application for up to 6 months.  We will not use your personal data for any other purpose or share it with any third party. You can contact us at any point to update your personal information or ask us to delete it from our records.

**To Apply**

Please send a completed application form [join@volunteeringmatters.org.uk](mailto:join@volunteeringmatters.org.uk) clearly stating which role you are applying for. There are sections in the form where you can demonstrate how you fulfil the role requirements and also express yourself, what previous relevant achievements you have (both in life and at work), what skills & experience you can offer, and what you believe you can contribute to Volunteering Matters.

If you would like to have a discussion with the Hiring Manager prior to submitting your application, please request this from [join@volunteeringmatters.org.uk](mailto:join@volunteeringmatters.org.uk).

#volunteeringmatters [www.volunteeringmatters.org.uk](http://www.volunteeringmatters.org.uk/)