



Borders
Community Action

BUSINESS SUPPORT OFFICER

RECRUITMENT PACK

CLOSING DATE:

FRIDAY, 18 SEPTEMBER 2025



www.borderstsi.org.uk

Borders Third Sector Interface Ltd,
trading as Borders Community
Action.

Hello,



Thank you for your interest in joining Borders Community Action.

As the Chief Officer of Borders Community Action, I extend a warm invitation to you to be part of our inspiring journey towards positive and lasting change in our communities.

Borders Community Action's vision is to create thriving, resilient and inclusive communities where everyone can achieve their full potential. We believe in the transformative power of collective action and the potential that lies within the wider third sector. By joining our team, you'll have the opportunity to make a real difference in communities, working hand-in-hand with dedicated colleagues and passionate volunteers.

Together, we strive to empower the third sector in the Scottish Borders to create positive change by providing leadership, sharing knowledge and promoting collaboration. Our work is not just a job; it's a calling — a chance to leave a meaningful legacy that echoes through generations.

In this recruitment pack, you'll find detailed information about the role you could play in our vibrant team, the impactful projects you could lead, and the rewarding experiences that await you. Borders Community Action is committed to supporting your growth, providing a nurturing environment and celebrating your achievements.

Discover a fulfilling journey, a purpose-driven career and a community that believes in your potential.

Come, be a catalyst for change with us at Borders Community Action.

Warm regards,

Juliana Amaral
Chief Executive Officer

A handwritten signature in black ink, appearing to read 'Juliana', with a stylized flourish at the end.

About Borders Community Action

Borders Community Action, launched is the Third Sector Interface (TSI) for the Scottish Borders.

We work to promote and develop a vibrant local third sector.

We are a one-stop point for the third sector and work with charities, social enterprises, community groups and volunteering.

We offer the following services:

- Building capacity: help setting up a new organisation, funding bids, training, drafting a constitution or other governing document and developing volunteering capacity.
- Intelligence: this is our know-how, which makes us a one-stop-shop you can tap into. We are the one place for volunteers, funding opportunities, support new and existing projects, policies as well keeping you informed about the latest developments relevant to the third sector in the Scottish Borders.
- Voice: we take this rich data/intelligence and make sure it is heard by budget holders and policy makers to inform their funding and policy decisions.
- Connection: we bring together relevant activists and organisations to learn, share and collaborate.

What is a Third Sector Interface (TSI)?

Third sector interfaces (TSIs) provide a single point of access for support and advice for the third sector within local areas. There is a TSI in each local authority area in Scotland. TSIs have an outcome framework that they have to work within, but how that is done is very much based on identified local need and priorities for the Third Sector in each area.

What is the Third Sector?

The third sector, which includes charities, social enterprises and voluntary groups, delivers essential services, helps to improve people's wellbeing and contributes to economic growth. It plays a vital role in supporting communities at a local level.



Our vision, mission and values



To create thriving, resilient and inclusive communities where everyone can achieve their full potential



To empower the third sector in the Scottish Borders to create positive change in communities by providing leadership, sharing knowledge and promoting collaboration.



'Bold' – We are bold in how we represent the third sector and the communities we serve.

'Trust' – We are open and honest.

'Wise' – We share our knowledge and nurture the knowledge and skills in others.

'Inclusion' – We embrace diversity in our communities and use its strength to create positive change.



Our Strategic Objectives



Support and develop volunteers, Third Sector Organisations and social enterprises via a responsive range of services, including training, information, advice and access to resources



Be a catalyst for community empowerment, enabling a culture of collaboration that maximises the influence and impact of the third sector across communities



Amplify the voice of volunteers and Third Sector Organisations representing their collective needs locally, regionally and nationally



Be an exemplar Third Sector Organisation with its members at its heart

About the Role

Business Support Officer

Number of Hours:	16Hrs per week – Preferably spread throughout the week
Salary:	£14,50 per hour
Contract Type:	Permanent
Accountability of post:	The post holder will be line managed by and accountable to the Community Development Manager
Location of the post:	Scottish Borders, Hybrid Working – 1 day at the main office, home and across the community for events

About the role

Borders Community Action is seeking a proactive and detail-oriented Business Support Officer to join our team and play a vital role in the smooth running of our organisation.

This is a dynamic and varied position that combines administrative efficiency with financial oversight. From managing day-to-day office operations and correspondence to processing invoices, payroll and grant payments, you'll be at the heart of our business functions. You'll also monitor budgets, liaise with external partners and ensure our contracts, subscriptions and memberships are up to date.

If you thrive in a fast-paced environment, enjoy working with numbers, and take pride in keeping things organised, we'd love to hear from you.

What we offer

- 36 leave days inclusive of public holidays (Pro rata)
- Flexible working
- 2 volunteering days in the year
- CLD Standards Council Membership
- Opportunity for professional development and growth
- A friendly and supportive work environment
- The chance to contribute to community development
- Pension scheme with a total contribution of 10% on qualifying earnings (5% employee and 5% employer)



About You

Business Support Officer

Key responsibilities

Administrative Duties:

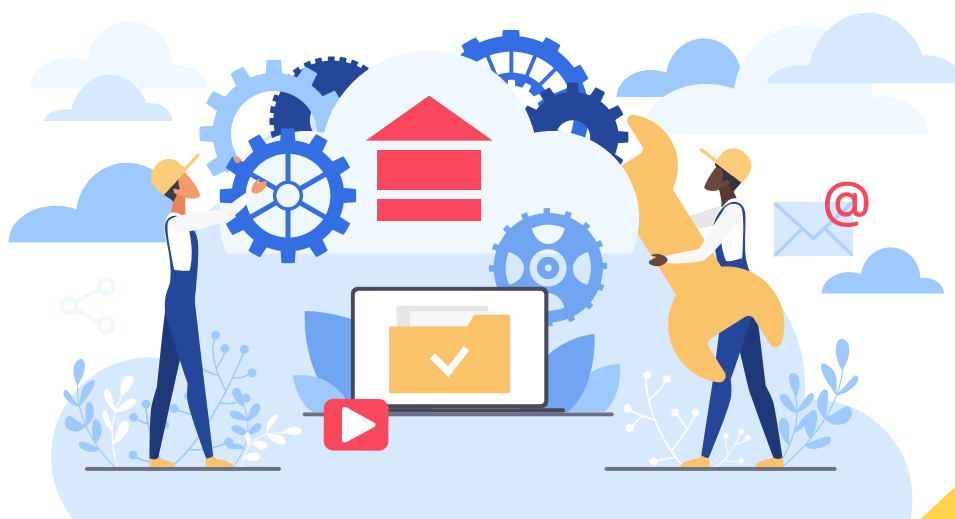
- General office administration including filing, correspondence, and document management.
- Process membership and allocate work using CRM system
- Act as the first point of contact for contracts, subscriptions, and memberships.
- Manage purchasing and procurement processes.
- Handle incoming and outgoing communications (email, post, phone).

Financial Administration:

- Process banking transactions and maintain accurate financial records.
- Manage the payment of invoices and staff expenses.
- Prepare and submit monthly payroll data to the payroll agent.
- Process salary payments and ensure timely payments to HMRC and pension providers.
- Monitor and report on financial budgets, ensuring alignment with income and expenditure.
- Process grant payments and maintain associated documentation.

Other Duties:

- Support the preparation of reports and documentation for audits or board meetings.
- Undertake any other administrative tasks as required to support the organisation.
- Process events booking using online platforms and liaising with venues for in-person sessions
- Create and oversee bookings for BCA training programme.



About You

Business Support Officer

EXPERIENCE

Essential

- Proven experience in an administrative or business support role, including financial administration.
- Experience with budgeting, invoice processing, and payroll coordination.

Desirable

- Experience working in a non-profit, public sector or grant-funded environment.
- Experience using accounting software (Xero, Quickbooks, Sage) – training can be provided.

SKILLS

Essential

- Excellent organisational and time management skills.
- Strong attention to detail. Proficient in Microsoft Office (Word, Excel, Outlook).
- Strong written and verbal communication skills. Ability to liaise effectively with internal and external stakeholders.

Desirable

- Experience using accounting or payroll and/ or CRM systems.

EDUCATION & KNOWLEDGE

Essential

- A qualification or related work experience in Business Administration, Finance or a related field.
- Willingness, ability and commitment to undertake training

Desirable

- Training or certifications related to community development, project management, or public policy or relevant experience.

About You

Business Support Officer

OTHER

Essential

- Ability to work with minimum supervision to a high standard
- Driver with access to own transport and Business Insurance
- Ability to be flexible and respond to business need
- Commitment to diversity, equality and anti-discriminatory practice

Desirable

- Confident and self-motivated
- Flexible, “can-do approach”
- Patient and approachable

General:

- Adhere to BCA’s policies and procedures
- Uphold the values of BCA
- Work alongside colleagues, supporting a culture of collaboration
- 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.



How to Apply

Business Support Officer

We invite applicants to complete the job application form by demonstrating how their skills, knowledge, and abilities align with the role of Business Support Officer.

We encourage you to reflect on any challenges faced and the key lessons learned. This is your opportunity to showcase your impact and suitability for the role, so be sure to highlight your contributions and successes in previous positions.

Key dates in the process:

Applications deadline:

5 pm on Friday, 18 September 2025. Interviews are currently scheduled for the week commencing 29 September 2025.

Interviews will be in person at the main office at Drygrange, Melrose.

If you have any questions or would like to discuss your application:

Questions are perfectly normal and especially if you want to understand how flexible the role can be. Please call the office 0300 124 7522 and ask for Fiona Benton or John Evans, alternatively email:

recruitment@borderscommunityaction.org.uk

Completing and Submitting your application: Applications and the can be obtained online via the Recruitment page on our website or at <https://borderstsi.org.uk/recruitment/>

Applications should be sent to

recruitment@borderscommunityaction.org.uk with the subject line 'Application for employment'

Good!
Luck!