May 2022

**Business Support Officer**

Thank you for your interest in our current vacancy of Business Support Officer. Please find enclosed:

- Job Description

- Person Specification

- Application Form

- Equal Opportunities Monitoring Form

The purpose of the role is to be responsible for providing a range of business duties, including administrative, budget, HR and project related support to the CEO, management team and Board of Trustees, where required, to support the smooth management of the charity.

This is a full-time role and the starting salary for the post is £22,000 per annum. This will be subject to deductions for tax and national insurance where applicable.

The closing date for completed applications is the 17th of May 2022 at 5pm.

Please send your update CV and Cover letter to [admin@hhphostel.org](mailto:admin@hhphostel.org).

If you are unable to email your application, please post it to Julia Houseman, Business Support Officer, Harrogate Homeless Project, 7 Bower Street, Harrogate HG1 5BQ.

We encourage applications from individuals with lived experience of issues relating to homelessness. In order to maintain professional boundaries and protect the confidentiality of our service users, staff and volunteers, we ask that you do not apply whilst still using our services or until at least 6 months after being in receipt of support from/through Harrogate Homeless Project.

Yours sincerely

Francis McAllister

**Chief Executive Officer**

JOB DESCRIPTION: BUSINESS SUPPORT OFFICER

REPORTS TO: CEO

**Purpose of the role:** To be responsible for providing a range of business duties, including administrative, budget, HR and project related support to the CEO, management team and Board of Trustees, where required, to support the smooth management of the charity.

**Main Duties**

* Executive business support for the Board of trustees, CEO and management team
* Data management, record keeping and systems management
* HR administration and compliance

**Tasks and responsibilities**

* Business support for the organisation
* Administrative support to the CEO to include secretarial support, preparation of letters and communications, appointment making and liaison with external contacts.
* Administrative support for meetings of the Board of Trustees and other meetings as required by the CEO, to include collating and issuing of papers, minute taking and other duties as necessary.
* Preparation of sensitive financial information including payroll details for all employees including starters and leavers, and other budgets as required.
* Co-ordination of requests for information where appropriate to contribute to awareness raising and the development of the organisation’s public profile.
* Assistance in organising external events and internal staff and client events and logistical arrangements.
* Administrative support and record keeping for fundraising activities.

**Data Management and record keeping**

* Management of records and files consistent with statutory requirements including GDPR.
* Overall responsibility for client and donor CRM systems maintenance and reporting and working with management to ensure procedures are followed.
* Contributing to ongoing outcomes monitoring by producing statistics and reports as required by the CEO and Management Team.

**HR administration and compliance**

* Overall administrative responsibility for our people management system.
* Supporting managers with various aspects of the end-to-end recruitment process, and other HR processes as required.
* Point of contact for ensuring DBS compliance for staff and volunteers.
* Assist with organising staff and volunteer training as required.
* Monitoring overall staff attendance, identifying trends to support the Management Team to develop employee wellbeing strategies within the workplace.

**Person Specification**

**Business Support Officer**

This Person Specification should be read in conjunction with the Job Description. It is normally used at the shortlisting and interview stages to help decide how suitable each candidate is for the role. Please use the job application form to assess whether you believe you have the relevant experience, skills and behaviours required for the role.

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **Essential** | **Desirable** |
| 1 | **Specific qualifications, experience and track record** |  |  |
| 1.1 | Ability to demonstrate previous experience of working in a confidential, fast-paced environment showing excellent organisational skills e.g., balancing different priorities, being responsive to changing need, forward planning and flexibility. | **x** |  |
| 1.2 | Full competence in a range of IT systems such as, Microsoft Office and CRM systems | **x** |  |
| 1.3 | Experience of handling confidential information, the ability to work with discretion and an up-to-date knowledge of Data Protection legislation. | **x** |  |
| 1.4 | A working knowledge of Human Resources Management such as implementation and review of policies and procedures, maintaining personnel records, supporting managers in the recruitment and induction of new staff members |  | **x** |
| 1.5 | Experience of assisting with payroll and banking. |  | **x** |
| 2 | **Special knowledge and requirements** |  |  |
| 2.1 | Ability to interpret data/information, produce reports and present the findings using a range of computer software e.g., Microsoft Word, Access, Excel and PowerPoint. | **x** |  |
| 2.2 | Excellent attention to detail with the ability to complete tasks and in thorough and accurate manner | **x** |  |
| 2.3 | Must be able to work flexibly, be self-motivated and pro-active. Able to work under pressure and to tight deadlines. | **x** |  |
| 2.4 | Financial acumen and the ability to provide support with budgets, expenditure and income maximisation. |  | **x** |
| 2.5 | Excellent communication skills. Previous experience of writing reports, taking and distributing meeting minutes and producing letters for and on behalf of the Senior Management Team | **x** |  |
| 2.6 | A good understanding of and commitment to Equality and Diversity | **x** |  |
| 2.7 | Good relationship building and internal customer service skills and the ability to effectively manage a range of varied and competing demands from colleagues, senior staff and Board members | **x** |  |

Application for the post of: **Business Support Officer**

First Name:

Surname:

Address:

Telephone Number:

Email address:

Where did you hear about this vacancy?

*(If online, please specify which publication)*

It is a requirement of Harrogate Homeless Project that staff offered employment undertake an Enhanced Disclosure and Barring Service (DBS) check due to our work with vulnerable adults. (As an employer we will cover the cost of this).

**Do you already have a DBS Check? Yes/No ⁯**

Staff are exempt from the Rehabilitation of Offenders Act (1974) and so all convictions must be declared. Please list any convictions you have had for criminal offences:

|  |
| --- |
|  |

**References**

Please provide the details of 2 people who may be approached to support your application. One of whom should be your current/most recent employer. Referees will only be contacted if you have been provisionally offered a Flexible Hostel Worker position.

|  |  |
| --- | --- |
| Name | Name |
| Address | Address |
| Telephone: | Telephone: |
| Email: | Email: |
| In what capacity is this person known to you? | In what capacity is this person known to you? |
| How long have they known you? | How long have they known you? |

**Using the job description and person specification as a guide and drawing on your experiences both inside and outside the workplace, please explain what it is that makes you suitable for this position. Please include relevant experience, skills, and qualities that you would bring to the post. If you feel it is necessary, please feel free to also explain how you feel the qualifications mentioned above add weight to your application. Please include any voluntary or unpaid work you have done.**

Continue on separate sheet(s) if required

**Eligibility to work in the UK**

Are there any restrictions to your residence in the UK that might affect your right to take up employment in the UK?

Yes/No

If you have answered ‘Yes’, we will require you to provide evidence of your right to work in the UK should you be invited to interview.

**Declaration**

*I certify that the information in this application is true and correct to the best of my knowledge and that there is no reason why I would not be able to carry out fully the tasks described for the post.  I understand that disciplinary and/or legal action may result if I am offered employment on the basis of information submitted in this application which later is revealed as untrue.*

Signature………………………………… Date……………………………….

This form is confidential. Please return it to the [admin@hhphostel.org](mailto:admin@hhphostel.org)

Or by post to:

Harrogate Homeless Project Ltd

7 Bower Street

Harrogate

HG1 5BQ

Equal Opportunities Monitoring Form

|  |  |
| --- | --- |
| Forename: |  |
| Surname: |  |
| Date of Birth: |  |

HHP is committed to a policy of equal opportunities in employment. To help us monitor the effectiveness of this policy it would be helpful if you would complete the following sections.

|  |
| --- |
| **ETHNICITY** |

**Asian**

**Black**

* African
* Caribbean
* Other Black background (specify

if you wish): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Mixed**

* White and Asian
* White and Black African
* White and Black Caribbean
* White and Chinese
* Other mixed background (specify

if you wish): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Other ethnic group**

* Arab
* Other ethnic group (specify

if you wish): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Asian / Asian British
* Bangladeshi
* Chinese
* Indian
* Pakistani
* Other Asian background, (specify

if you wish): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**White**

* British
* English
* Gypsy or Irish Traveller
* Irish
* Scottish
* Welsh
* Other White background (specify

if you wish): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |
| --- | --- | --- |
| **RELIGION / BELIEF** | **GENDER** | **SEXUAL ORIENTATION** |

**What is your gender?**

* Woman
* Man
* Non-binary
* Prefer not to say

**Are you transgender?**

* Yes
* No
* Prefer not to say
* Lesbian/gay woman
* Gay man
* Bisexual
* Heterosexual/straight
* Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Prefer not to say
* Buddhist
* Christian
* Hindu
* Jewish
* Muslim
* Sikh
* Other:­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_
* No religion
* Prefer not to say

|  |
| --- |
| **DISABILITIES** |

**Would you require any arrangements if you were invited for interview?**

* Yes
* No

If yes please specify:

**Do you consider yourself to be disabled?**

* Yes

If yes, specify if you wish:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* No
* Prefer not to say

We will treat all personal information in line with current data protection legislation and our data protection policy.

For us to process this information and to comply with data protection legislation, we require your consent. You are not required to give your consent; you acknowledge that any consent given is freely given. Your job application is not dependent on your giving consent to our processing of this data.

Including your signature below will signify your consent to our processing of this information. Once you have given consent, you may withdraw it at any time by contacting admin@hhphostel.org

Print name:

Signature:

Date: