

## Job Description EMERGE Band 2

Salary Band 2 Range £19,000 to £23,000

<b>Job Title:</b> Office and Core Services Co-ordinator <b>Name:</b>		<b>Contractual Hours:</b> 37.5 hours per week, Mon-Fri <b>Salary:</b> £19,000 to £23,000
<b>Department / Team:</b> EMERGE 3Rs/Core Services	<b>Reports to:</b> Volunteering and Employability Programmes Manager	<b>Responsible for / Budget Accountability:</b> Staff: 0 Budget:0
<b>Overall Purpose of the Job:</b>	This role is the central point of contact for all staff within EMERGE 3Rs and EMERGE Recycling, co-ordinating and overseeing general administration procedures to ensure processes across the office flow efficiently. You will support all Core Services including Finance, HR, Volunteering, FareShare and Recycling, which requires a clear understanding of the business and its aims. You will support wherever necessary to ensure the office operates smoothly.	
Key Accountabilities		
Key Accountabilities	Activities / Outputs / Deliverables	KPIs / Objectives
1. To receive manager briefings on projects / required outputs, prepare plans to achieve these, deliver to those plans, create, and maintain records of activity and regularly report to manager on progress / performance.	<ul style="list-style-type: none"> <li>Acts as the receptionist/first point of contact to all staff, volunteers and visitors to the office both face to face and via phone; hosts site visits where relevant Senior Management Team (SMT) manager is not available</li> <li>Manages group email inboxes, responding directly whenever possible or forwarding to relevant staff for information or action</li> <li>Sorts and distributes all incoming post, books couriers where required</li> <li>Ensures an adequate supply of all resources, stationery and equipment, so that staff can carry out their duties, taking into account the needs of staff that are onsite outside of core office hours</li> <li>Regularly liaises with SMTand/or line managers to determine their team's resource needs and, in liaison with their line manager, works with the Finance Controller to monitor the budget for Core Services</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
2. To work collaboratively with colleagues across the organisation to deliver business-wide objectives.	<ul style="list-style-type: none"> <li>Provides administrative support for the SMT as required, including taking minutes at meetings, creating action logs and following up on progress between meetings</li> <li>Creates and maintains an ongoing activities calendar to track events, improve communication, and support effective resource allocation</li> <li>Manages meeting room diaries, including booking meetings and appointments, and resolving scheduling conflicts</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>

	<ul style="list-style-type: none"> <li>Organises meetings with internal and/or external attendees including setting up IT for presentations, catering, stationery requirements etc.</li> <li>Manages office administration and relevant filing systems (paper and digital), including understanding and adhering to regular archiving cycles. Suggests improvements and/or new processes where needed</li> <li>Uses a working knowledge of Health and Safety issues to identify issues or high risk behaviours; reports them to the relevant manager</li> <li>Manages subscriptions to magazines and online resources.</li> <li>Ensures staff and volunteers keep communal spaces clean after use (e.g. kitchen)</li> <li>Co-ordinates office space and desk utilisation when required</li> <li>Acts as first port of call for IT issues, including logging, reporting, monitoring and helping to resolve all minor technical faults for both office-based staff and those working remotely.</li> <li>Supports staff working offsite to effectively use technology that enables them to communicate with their staff and/or customers e.g. Zoom, MS Teams</li> </ul>	
3. To manage own time, workload, and that of team members where appropriate to deliver high quality outputs and results.	<ul style="list-style-type: none"> <li>Regularly reviews and prioritises workload based on both normal and ad hoc daily activities, organising working time to ensure needs of the team are met</li> </ul>	
4. To recruit, engage, build, and develop effective working relationships with customers /colleagues/ stakeholders.	<ul style="list-style-type: none"> <li>Acts as the first point of contact for suppliers and contractors, building effective relationships and regularly reviewing pricing to ensure value for money</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
5. To advise and support new and existing customers / colleagues / stakeholders in on-boarding / maximising their utilisation of our services, helping them secure both quality and added value whilst meeting the key objectives and/or service targets for EMERGE.	<ul style="list-style-type: none"> <li>Provides end to end recruitment support to hiring managers e.g. advertising vacancies; creating and sending out recruitment packs; setting up interviews; requesting references; updating the recruitment tracker</li> <li>Works with the line manager to organise comprehensive inductions for new starters, including ensuring all induction documentation is updated regularly and following up on key induction milestones</li> <li>Identifies IT needs for new starters (e.g. organising a laptop or desktop, mobile phone, setting up email address)</li> <li>Carries out regular DSE and desk risk assessments for both office-based and remote staff</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
6. To promote and represent the vision and aims of EMERGE to a range of external audiences.	<ul style="list-style-type: none"> <li>Has a clear understanding of the EMERGE's policies and plans in order to communicate this to staff, customers and volunteers;</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
7. To gather, assimilate and analyse data to create regular and/or ad hoc reports for customers/ colleagues/ stakeholders. To use those reports to	<ul style="list-style-type: none"> <li>Performs administrative duties to support the Charity including setting up and running a portal for Board papers and key documentation, as required.</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>

<p>direct the delivery of activities and outputs.</p>	<ul style="list-style-type: none"> <li>• Undertakes Board of Trustees related administration, including arranging meetings, distributing agendas, taking minutes when required</li> <li>• Acts in accordance with Data Protection Act responsibilities, ensuring the safe storage of confidential information</li> </ul>	
<p>8. To recruit, supervise, guide, and appraise members of own team and support them in the delivery of their objectives. AND / OR To recruit, retain, support volunteers to achieve their personal objectives and recognise their achievements.</p>	<ul style="list-style-type: none"> <li>• Works in ways that demonstrates respect for and collaboration with staff, volunteers and visitors to EMERGE offices</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<p>9. To promote EMERGE's commitment to equality, diversity and inclusion.</p>	<ul style="list-style-type: none"> <li>• Demonstrates cultural sensitivity and the ability to build the trust and engagement of staff, volunteers and visitors to EMERGE offices</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

## PERSON SPECIFICATION

Knowledge and Skills	Role Specifics	Attributes	Role Specifics
<p><b>Communication Skills</b> written, verbal</p>	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills (E)</li> <li>• Strong interpersonal skills, enabling effective working relationships with a broad range of people (E)</li> <li>• Ability to adapt writing style to suit different audiences such as Board members, employability learners and referral agencies (E)</li> </ul>	<p><b>Professional Behaviour</b> (impact, energy, personal presentation and organisation, motivation, a 'can do' attitude, works under pressure effectively, adopts confidentiality, shows commitment to EMERGE values.)  <b>Works independently / on own initiative.</b></p>	<ul style="list-style-type: none"> <li>• Interest in, support for and commitment to the work and values of FareShare and EMERGE (E)</li> <li>• Ability to be fully productive without being prompted and produces good quality work within own abilities (E)</li> <li>• Proactive champion of quality improvement, able to assess situations and make informed suggestions for improvements (E)</li> <li>• A commitment to diversity and inclusion (E)</li> <li>• Ability to deal with information in a confidential manner and respond with sensitivity to the opinions of others (E)</li> </ul>
<p><b>Numeracy</b></p>	<ul style="list-style-type: none"> <li>• Numerate with high levels of accuracy (E)</li> </ul>		
<p><b>Qualifications - Driving Licence</b></p>	<ul style="list-style-type: none"> <li>• Further Education, Degree level or equivalent (D)</li> <li>• European Computer Driving Licence (ECDL) or equivalent (D)</li> <li>• First aid trained (D)</li> <li>• Willingness to undertake training (E)</li> </ul>		
<p><b>Operational Management</b> Prioritisation / Time Management / Using computers and office resources / Taking personal responsibility / Project Management skills, eg: planning, monitoring progress etc</p>	<ul style="list-style-type: none"> <li>• Excellent admin skills and a strong attention to detail (E)</li> <li>• Experience of providing Board level administrative support (D)</li> <li>• Experience of providing HR administrative support (D)</li> <li>• Ability to identify when deadlines/tasks are not going to be met and communicating this effectively. (E)</li> <li>• Ability to work calmly and maintain a disciplined approach to the task under the pressure of deadlines and/or changing objectives (E)</li> <li>• Experience providing first line IT support in an office environment (D)</li> </ul>	<p><b>Applying Customer / Commercially Led thinking   Putting the Customer First</b> (addressing challenges, owning problems, and delivering solutions. Applying judgement, objectivity, and decisiveness. Demonstrating tenacity and resilience. Striving for Continuous Improvement in personal / team performance.)</p>	<ul style="list-style-type: none"> <li>• Ability to take ownership of any customer problems and maintains contact with customer until they are resolved. (E)</li> <li>• Ability to identify problems within own area of work and take appropriate action. (E)</li> <li>• Proven ability to embrace change and respond to changing parameters. (E)</li> </ul>
<p><b>Contextual Knowledge</b> Knowledge of processes, standards, policies, procedures, services and products for EMERGE Recycling / FareShareGM / Touch Wood. Maintain and update personal knowledge of the wider industry, its market forces, and the specifics of own role.</p>	<ul style="list-style-type: none"> <li>• Strong experience of working in an office co-ordination/management role and of best practice working arrangements. (E)</li> <li>• Strong experience of applying health and safety and fire safety regulations in the workplace, coaching staff to ensure understanding and adherence to them (E)</li> </ul>	<p><b>People Skills / Teamwork</b> (clear, articulate communicator, able to develop and consolidate strong, collaborative, and productive relationships with colleagues, customers, and stakeholders. Able to get things done with / through other people. Escalating issues / concerns to managers appropriately. Confident and assertive.)</p>	<ul style="list-style-type: none"> <li>• Champions working as part of a team helping, supporting and training other members of team including volunteers (E)</li> <li>• Ability to develop a sense of common purpose, promoting mutual respect between team members. (E)</li> </ul>

<p>Fully conversant with Microsoft Office packages [Word, Outlook, Excel, Powerpoint, Databases]</p>	<ul style="list-style-type: none"> <li>• Strong IT literacy, including the use of Microsoft Office programmes, particularly Word, Excel, Outlook and Powerpoint (E)</li> </ul>	<p><b>Analytical Thinking</b> (assimilating and analysing data, evaluating data, and applying judgement and experience to use data in decision making.)</p>	<ul style="list-style-type: none"> <li>• Ability to present numerical data in suitable formats for different audiences (D)</li> <li>• Ability to assess data and operational experiences to form informed opinions and advise managers and other colleagues (D)</li> <li>• Ability to comply with data protection regulations, ensuring that personal data/information remains confidential (E)</li> </ul>
<p>Physical Requirements</p>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>		