JOB DESCRIPTION

TITLE: Curriculum Support Officer

POST NO:

DEPARTMENT: Employment and Skills

DIVISION: Inclusive Economy

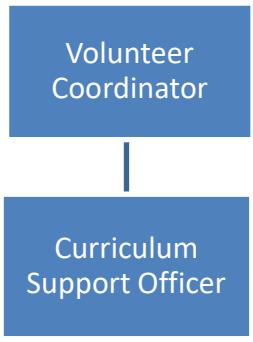
RESPONSIBLE TO: Volunteer Coordinator

GRADE: L4

PURPOSE OF POST:

- To carry out administrative functions supporting the whole Service that enable all teams to meet their objectives while adhering to the conditions and expectations of the Service's funders, Luton Borough Council.
- To provide high quality customer service to residents, partners and other stakeholders.
- To ensure the accuracy of all data entered onto CRM systems.
- To carry out any related duties, when required, that have been identified by the management team.

ORGANISATION CHART



PRINCIPAL RESPONSIBILITIES:

1	To provide procedural and administrative support for the whole service, ensuring that confidentiality is maintained and deadlines are met.	35%
2	Maintaining CRM records including inputting and verifying data. Checking data for accuracy and identifying and rectifying anomalies. Preparing reports.	30%
3	To provide front line information and advice to members of the public and staff, ensuring effective communication between all. Dealing with telephone calls and personal enquiries providing signposting where necessary. Ensuring the CRM is kept up to date, preparing posts for social media and monitoring.	15%
4	To carry out general office duties to ensure the smooth running of the programme and the building, including for example: off site visits, staff cover, maintaining communication, updating data bases, updating resources, answering telephone calls, opening mail, filing, photocopying, archiving, minute taking, and marketing, ensuring all information shared with residents is up to date.	10%
5	Be responsible for all volunteering activities taking place when required.	5%
6	To assist with planning and organising of volunteer programmes and meetings, including minute taking.	5%

Dimensions

Supervisory Management: N/A
Financial Resources: N/A
Physical Resources: N/A
Physical Effort: Some light lifting
Working conditions: Normal working hours between 9am and 5pm but occasional evening work will be required. Based at Arndale House

Context

The volunteer service provides a broad range of volunteering opportunities for residents including micro- volunteering.

The principal responsibilities outlined above are an indication of what is expected in the post; however, these may be subject to some variation as the work of the Service develops.

The post holder will ensure that practices, procedures and activities for the relating to support services are delivered and implemented in a way that supports equality for all. These activities should also reflect the Councils commitment to its 2040 vision.

Knowledge and Experience

The attached person specification describes the knowledge and experience needed for this post.

Professional Standards

The post holder will be expected to comply with the relevant standards and practices within LBC.

Because of the nature of this job, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. Therefore, it is essential in making your application that you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are “spent” under the provision of the Act, and in the event of the employment being taken up, any failure to disclose such convictions will result in dismissal or disciplinary action by the Authority. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you form consideration for this appointment.

Person Specification

This acts as selection criteria and gives an outline of the types of people and the characteristics required to do the job.

Essential (E): - without which candidate would be rejected

Desirable (D): - useful for choosing between two good candidates.

Please make sure, when completing your application form, you give clear examples of how you meet the essential and desirable criteria.				
Attributes	**Essential**	**How Measured**	**Desirable**	**How Measured**
Experience	Demonstrable experience of a full range of office administrative procedures. Demonstrable experience of handling personal data confidentially and ensuring that all records that are maintained are accurate. Substantial experience of dealing with the public while demonstrating high levels of customer service.	1,2	Experience of working within a volunteer provision.	1,2
Skills/ Abilities	Able to deal helpfully, politely and tactfully at all levels with colleagues and the community. Demonstrable organisational skills: able to prioritise own work and meet conflicting deadlines Able to check information and maintain accurate records both computerised and manual. Able to effectively use a variety of word processing, spread sheets, databases, e-mail packages and software (Microsoft Word, Excel, Access, Outlook). Able to write letters and reports. Able to work within established procedures with minimal supervision.	1,2 1,2 1,2,5 1,2,5 1,2 1,2	Able to use PowerPoint and Publisher.	1,2

	Able to update and maintain social media sites.	1,2		
Equality Issues	Able to demonstrate an understanding of the effects of discrimination on service delivery and on the people, you are working with.	2		
Specialist Knowledge	Knowledge of CRM systems		First aid certificate, or willingness to learn.	1,2
Education and Training	L2 maths & English or willing to work towards. Commitment to professional development or training	1, 4 1,2		
Other Requirements	Willing to adjust working arrangements at short notice to meet changing demands and priorities during work periods, including working occasional evenings.	1,2		

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Equality Act 2010, to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Luton Borough Council's policies are reflected in all aspects of his/her work, in particular those relating to;

(i) Equal Opportunities
(ii) Health and Safety
(iii) Data Protection Act (1984 & 1998)
(iv) GDPR
(v) Acceptable Usage