



Kingston Voluntary Action

Project Support Officer

Hours per week	35 hours
Salary:	£26,505 plus 3% pension contribution
Reporting to:	Chief Executive Officer of Kingston Voluntary Action

Main Purpose of the job

To be the first point of contact for Kingston Voluntary Action, providing support to staff, trustees, local voluntary and community organisations and the general public. To create and coordinate a range of office management systems and enable the smooth and effective day-to-day running of Kingston Voluntary Action office and provide administrative support to KVA CEO, KVA staff and the Connected Kingston Social Prescribing Programme.

Main Duties and Responsibilities:

KVA Administration

- To provide the CEO and KVA staff with administrative support as directed
- To attend internal and external meetings and take accurate minutes and notes
- To prepare, collate and circulate reports, minutes and notes for internal and external meetings, as required
- To maintain appropriate records and contact information for Trustees
- To support the Chief Executive in the induction of Trustees.
- To perform reception duties as necessary, filtering general information, queries, phone calls, emails and invitations, and welcoming guests to the office.
- To daily monitor admin@kva.org.uk and info@kva.org.uk mailboxes and the main telephone line
- To support the Communications Manager to maintain and update the KVA website
- To update information on KVA's database, Simply Connect
- To assist with data entry and preparation of reporting requirements for funders and commissioners to agreed timelines using our monitoring database
- To order, monitor and maintain office supplies and equipment and those needed for all projects

Training Support

- To coordinate the KVA Training Programme, including liaising with trainers and organising venues
- To promote training courses and administer bookings using Eventbrite, collating evaluation information and storing data for reporting purposes
- To provide any other practical support requested for the delivery of training and events

Connected Kingston Project Support

- To daily monitor info@connectedkingston.uk emails and respond to enquiries
- To add organisations and users to the Connected Kingston admin portal
- To support organisations to add their own service and activity listings (checking eligibility with terms of the site) and support them to make changes or make changes on their behalf
- To research appropriate services to add to the CK website and follow them up
- Escalate bugs / issues to the CK Programme Manager / other KVA colleagues as appropriate
- Check referrals made through the Connected Kingston digital tool and follow-up with organisations as necessary
- Support the programme manager with collating reports e.g. number of referrals in a given period
- Administer bookings, manage training logs and produce reports for Provider and Community Champion training sessions
- To create processes to ensure the smooth running of the service

HR support

- The post holder will provide HR and recruitment support to the CEO including logging and managing applicants' application forms, 'on-boarding' new staff members and arranging training where necessary.
- To provide induction training and arrange DBS checks where necessary for new members of staff, volunteers and trustees
- To update relevant HR policies and procedures, as directed and liaise with external HR support provider
- Maintain the HR system and personnel files for all employees, ensuring they are up to date and accurate.
- Ensure all pre-employment, reference & background checks are completed

- Organise interview schedules, including confirming panel availability, booking meeting rooms, as well as meet and greet candidates.
- Issue contracts and offer packs for employment to successful candidates
- Work with the CEO and Finance Manager to oversee responsibilities for health & safety, fire safety and first aid at KVA

General

- To work with the CEO to ensure all KVA policies and procedures are regularly reviewed and are presented in a professional manner.
- To attend regular supervision sessions with the CEO, and attend training as required
- To be able to travel around the borough to attend meetings/events
- To occasionally work in the evenings
- To be familiar with and work within the agreed policies and procedures of Kingston Voluntary Action
- To carry out any other reasonable duties in relation to the post

This job description will be subject to regular review and adjustment.

Person Specification

(All ESSENTIAL unless shown as DESIRABLE)

Experience	Method
At least two years' experience in an administration position	Application/Interview
Experience of working as part of a team of staff	Interview
Skills, Knowledge and Abilities	
Excellent Microsoft Office application skills; Office 365 (DESIRABLE), along with other tools that can help productivity and reach	Application/Interview
Experience of managing a CRM or database	Application/Interview
Experience of developing and maintaining administrative systems and the ability to identify administrative need and to develop appropriate systems to meet them efficiently	Application/Interview
Knowledge of minute taking and supporting meetings	Application/Interview
High level of oral and written communication skills	Application/Interview
Excellent Interpersonal skills and ability to work effectively with a wide range of stakeholders	Application/Interview
Knowledge of Data Protection Act (DPA) 2018 and the EU General Data Protection Regulation (GDPR) 2018 (DESIRABLE)	Application/Interview
Experience of current HR legislation, systems and procedure (DESIRABLE)	Application
A good working knowledge of the charitable sector (DESIRABLE)	Interview
A good understanding of local issues affecting Kingston communities (DESIRABLE)	Interview
Good organisational, time management, problem solving and prioritising skills	Application/Interview
Ability to self-motivate, adapt and learn quickly	Application/ Interview

Ability to work under pressure and remain calm in stressful situations	Application/ Interview
Ability to be empathic with others' situations	Application/ Interview
Flexible, adaptable and reliable	Application/ Interview
A full commitment to equality of opportunity with practical ideas for its implementation within the scope of the post	Application/Interview