Business Support Officer

Income Generation

A message from our CEO, Allan Myatt



Dear Applicant,

Thank you for your interest in the post of Business Support Officer, Income Generation.

As an organisation, Ormiston Families has agreed that our strategy for the next 3 years is to enable children, young people and their families to feel safer, healthier and more resilient. We also recognise that we need to build the resilience of the organisation, so we are fit to meet the challenges ahead.

Over the next few months we will continue to develop the strategy identifying key objectives for the next 3 years and making necessary organisational and operational changes to enable us to deliver the strategy in the new financial year. We see the recruitment of this post as critical in helping us achieve these objectives.

I wish you the best of luck with your application.

Best regards,



Allan Myatt

Our vision

Safe, healthy, resilient families

Our mission

Enabling families in the east of England to build resilience and make choices to improve the life chances of their children

Our values

Collaborative

* Working together with families
* Building partnerships, communities and networks to support families
* Valuing each other to achieve results and improve everything we do

Compassionate

* Listening, so we can understand
* Treating people with respect
* Enabling, recognising and reinforcing achievements

Effective

* Evidencing the impact of our work with families
* Prevention and early intervention being at the heart of our work
* Building resilience to cope and recover from adversity

Ormiston Families is one of the leading charities working with children, young people and families in the East of England. We take early and preventative action to support families to be safe, healthy and resilient. All our services help people to build stronger networks, learn from experience and feel in control of their own wellbeing. We can only achieve this with the people who choose to work for us.

About the role

The post holder will support the income generation and communications team to ensure our fundraising systems and pipeline research are enhancing our effort to secure more income.

In addition, the post holder will use their excellent communication skills to ensure that Ormiston Families’ profile and impact is the very best it can be and support the team to run successful events. This is as much an internal as an external role – the post holder will need to know and understand Ormiston Families, its staff, the work they do and the people the organisation supports.

About you

Successful applicants must have relevant demonstrable experience and/or a degree in a relevant subject. Excellent ICT knowledge and experience is essential along with good attention to detail and excellent customer service skills.

This is a full-time post for 35 hours per week, however a part-time position of 28 hours per week may be considered; Starting salary £18,129 per annum.

Probationary Period

The post is subject to a probationary period of six months during which your progress will be monitored in accordance with agreed objectives.

Application Process

Applicants must send in a completed online application form; you must demonstrate that you hold the personal competencies required for the role and how you meet the relevant skills, knowledge and experience.

Ormiston Families is an equal opportunities employer. We value diversity and welcome applications from all sections of the community. We ask individuals to complete a monitoring form to help us monitor the diversity of applicants. It will be separated from your application form and will not be seen by anyone involved in recruitment to this job.

Please note: Only successful applicants will be contacted by Ormiston Families.

Job Description

Job Title: Business Support Officer
Service: Fundraising and Communications
Location: Ipswich, Central Office

Job purpose: The post holder will support the income generation and communications team to ensure our fundraising systems and pipeline research are enhancing our effort to secure more income. In addition, the post holder will use their excellent communication skills to ensure that Ormiston Families’ profile and impact is the very best it can be and support the team to run successful events. This is as much an internal as an external role – the post holder will need to know and understand Ormiston Families, its staff, the work they do and the people the organisation supports.

Main Duties and Responsibilities:

* To provide administrative support for the team, including processing income, managing internal funding requests, and assist in producing high quality fundraising materials.
* To support the fundraising team across a range of streams including trusts, grants, individual, major donor, corporate, events and legacy fundraising to maximise income generation.
* On occasion attend and represent the organisation at events taking place during the day, evening and weekends.
* Recording and reporting of the fundraising team’s targets, budget setting and forecasting.
* To ensure all records are kept up to date on our CRM system (Raisers Edge).
* On occasion attend and represent the organisation at events taking place during the day, evening and weekends.
* Updating and helping to strengthen website content.
* Coordinating and updating our social media activity.
* Working with the Communications Manager to create engaging external communications.
* Contribute to the monitoring and impact measurement of our digital activity.
* Liaising with staff across the organisation to build a library of compelling case studies, images and a forward planning grid of upcoming events and PR opportunities.
* The coordination and distribution of centralised Ormiston Families materials.
* Maintaining key project documents and shared folders.
* Manage administration relation to the communications including ordering materials and processing invoices.
* The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

Person Specification

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| --- | --- | --- |
| Criteria | Essential/Desirable | Measured by |
| Relevant degree or qualification | Desirable | Application form and interview |
| An understanding of website design and development – including SEO | Desirable | Application form and interview |
| A good understanding and experience of using social media across all platforms | Essential | Application form, interview and selection task |
| Experience of working with and making best of InDesign, Mailchimp and Google Analytics | Desirable | Application form and interview |
| Working with data and databases | Essential | Application form and interview |
| An excellent communicator (written and verbal) with the ability to communicate effectively with internal and external stakeholders | Essential | Application form, interview and selection task |
| Experience of working as part of a team  | Essential | Application form and interview |
| Knowledge and understanding of current fundraising legislation and GDPR | Desirable | Application form and interview |
| Excellent IT skills including competency in all Microsoft Office products  | Essential | Application form, interview and selection task |
| Knowledge of the importance of timely and accurate record keeping and reporting | Essential | Application form and interview |
| Be proactive and able to use own initiative – but know when to ask for support and guidance | Essential | Application form and interview |
| Have experience of meeting demanding target and deadlines.  | Essential | Application form and interview |
| Ability to manage own workload on a number of projects | Essential | Application form and interview |
| Have the ability to travel within the county | Essential | Application form and interview |
| Flexible and able to work out of normal office hours from time to time | Essential | Application form and interview |

Ormiston encourages all candidates called for interview to provide details of their criminal record at an early stage in the application process. This information can be sent under separate, confidential cover to Human Resources hr@ormistonfamilies.org.uk. Ormiston Families guarantees that this information will only been seen by those who need to see it as part of the recruitment process.

The post will be offered subject to satisfactory qualifications, DBS if applicable, references and a satisfactory declaration of health. The post will also be offered subject to the production of relevant documents as listed in the Immigration (Restriction on Employment) Order 2004.

The successful candidate will be asked to provide evidence of identity and qualifications.

Applications will be considered and those shortlisted for interview will be informed. If you have not heard by the interview date we thank you in advance for your interest and ask you to assume that you have not been successful on this occasion.

**Closing date for completed applications: 9am, Friday 1st November 2019**

**Interview date for short listed candidates: TBC**

**Email:** gavin.lamb@ormistonfamilies.org.uk

Reward & Recognition

Competitive salaries

Competitive salaries with annual cost of living increment where one is awarded.

Employee Training and Development

Commitment to the professional and career development of its employees.

Work Life Balance

High standards of flexible and family friendly employment policies; Ormiston Families is committed to ensuring employees maintain a good work life balance.

The Hive

Our communication and benefits hub where employees and volunteers keep up to date with all organisation news, share information and ideas and have access to a wide variety of shopping discounts.

Wellbeing Centre

Accessed via The Hive Wellbeing Centre provides education, support and tools to help you live a healthier and happier life.

Pension Scheme

Group Personal Pension Scheme with up to 9% of gross salary employer contribution for any employee where they match the level of contribution.

Generous annual leave entitlement

27 days annual leave plus additional leave for employees who have completed 3 years’ service. (Part time employees receive a pro rata allowance according to the number of hours they work per week).

Occupational sick pay scheme

Ormiston Families operates an occupational sick pay scheme in addition to statutory sick pay.

Group Life Assurance

Ormiston Families provides a death in service benefit to all permanent employees.

Cycle to work scheme

This is offered as a “salary sacrifice” which is deducted from monthly salaries.

*All benefits are discretionary; therefore Ormiston Families have the right to change or amend benefits at any given time.*

Recruitment of Ex-offenders Policy

Ormiston Families complies fully with the Disclosure and Barring Service (DBS) Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.

This policy on the recruitment of ex-offenders is made available to all Disclosure applicants at the outset of the recruitment process.

Ormiston Families is committed to the fair treatment of its employees, potential employees and users of its services regardless of race, colour, nationality, ethnic or national origin, gender, marital status or caring responsibility, sexual identity, age, physical, sensory or learning disability, mental health, political opinion, religion or belief, class, HIV status, employment status or part-time status, offending behaviour unrelated to the post or trade union activities.

Ormiston Families actively promotes equality of opportunity for all and welcomes applications from a wide range of candidates, including those with criminal records. Ormiston Families selects all candidates for interview based on the criteria drawn up for the position.

A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.

Where a Disclosure is to form part of the recruitment process, Ormiston Families encourages all applicants called for interview to provide details of their criminal record at an early stage in the application process. Ormiston Families requests that this information is sent under separate, confidential, cover to Human Resources and guarantees that this information will only be seen by those who need to see it as part of the recruitment process.

Unless the nature of the position allows Ormiston Families to ask questions about a candidate’s entire criminal record only questions about "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974 will be asked.

Ormiston Families will ensure that those who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. Ormiston Families will also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.

Ormiston Families will ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.

Ormiston Families will ensure that every subject of a DBS Disclosure is aware of the existence of the DBS Code of Practice and make a copy available on request.

Ormiston Families undertakes to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar any applicant from working with Ormiston. This will depend on the nature of the position and the circumstances and background of the offences.