



Community Support Administrator

Job Description

The One Can Trust foodbank community support team, works closely with community partners to provide vulnerable families and individuals in South Bucks with advice and support. We are a small team of staff, working with an amazing team of volunteers. The team offers a variety of community events each week and the demand for our services continues to grow.

<p>Aim of Role</p>	<p>Community Support Administrator role, assisting the team in administrative and support duties, working closely with volunteers, and communicating effectively and professionally.</p> <p>The Community Support Programme has the purpose of contacting and supporting One Can Trust food bank clients from the time they receive their first referral for food parcels. A team of experienced and qualified volunteers make initial calls and enable clients to access further support with simple signposting.</p> <p>The staff team are then able to support clients further on a one-to-one basis, through telephone conversations and face-to-face meetings at our community events. Support can include applying for local grants and funding, and sourcing free training courses including employability skills, budgeting and debt management courses. Community events currently include two toddler groups, a children’s clothes bank and a community café.</p> <p>The team administrator will be required to support and assist the staff, enabling them to carry out their individual duties. This person will also support the volunteering team based at the office in Micklefield.</p> <p>To succeed as a community support administrator, you need to be organised, forward thinking and a good team member. Good communication is key for this role, and a strong sense of empathy and understanding is essential to align with our mission.</p>
<p>Reporting to:</p>	<p>Kim Starkey, Community Support Programme Manager</p>
<p>Time Commitment</p>	<p>23 hours per week Monday to Friday. Hours are 09.30 am – 3.00 pm, Monday to Thursday (5.5 hours with a half-hour unpaid lunch break) and 9.30 am – 12.30 pm on a Friday. You may also need to be available to work out of office hours to support our community events.</p>
<p>Location</p>	<p>Main duties at One Can Trust Community Support Team office, above Hill’s Café, 162a Micklefield Road in High Wycombe, Bucks, HP13 7HA.</p>
<p>Main Tasks</p>	<ul style="list-style-type: none"> ❖ Support volunteer callers daily, ensuring timely maintenance of volunteer paperwork, resources and rotas.

	<ul style="list-style-type: none"> ❖ Managing team correspondence, including phone calls and emails and signposting to the team as required. ❖ Performing data entry from volunteer calls to report to the team manager. ❖ Maintain records of the team's expenditures, enabling financial reconciliation, weekly. ❖ Managing inventory of office supplies, including stationery and multimedia equipment to ensure smooth office operations. ❖ Maintaining databases and data entry for current and new projects. ❖ Create marketing materials to advertise community events and projects. ❖ Use social media platforms to keep abreast of local resources and other charities' events. ❖ Assist in advertising, recruiting and supporting a team of volunteers. ❖ Follow One Can Trust's policies and procedures including confidentiality and data protection policies. ❖ Attend training and work shadowing opportunities as part of ongoing professional development. ❖ To complete other tasks as and when needed, to support the team and ensure the programme's success.
<p>Skills / Experience</p>	<p>Essential</p> <ul style="list-style-type: none"> ❖ Previous experience as an administrator. ❖ Demonstration of excellent organisational skills. ❖ Confident with the ability to work on your own initiative and be happy to work independently at times during the week. ❖ To be a good communicator, in both written and verbal communication. ❖ Excellent level of IT skills including use of Microsoft Office, particularly Word and Excel. ❖ Good understanding of social media platforms: Facebook, Instagram and Linked In ❖ Good use of marketing tools including Mailchimp and Canva. ❖ To be financially aware and have a good level of numeracy skills. ❖ To be responsible and non-judgemental ❖ To be friendly, informal and professional to build rapport. ❖ Respect equality, diversity and inclusion ❖ To attend training and CPD courses as and when needed. <p>Desired</p> <ul style="list-style-type: none"> ❖ Previous volunteering/charity experience. ❖ Understanding of local council, organisational and charity support.
<p>What we can offer you</p>	<p>Working at One Can Trust can give you the opportunity to:</p> <ul style="list-style-type: none"> ❖ Learn or try new things and develop new skills ❖ Gain work experience to add to your CV ❖ Meet new people and be part of a friendly team ❖ Build your confidence and challenge yourself ❖ Give back to your community

	<ul style="list-style-type: none"> ❖ Gain significant exposure to the many facets of a well-respected local charity. ❖ Be directly supported by managers and the team <p>We will also offer:</p> <ul style="list-style-type: none"> ❖ A competitive salary of £25,000 pro rata, holiday allowance and pension scheme. Please note (23 hours a week equates to a gross salary of £16,429)
Additional Information	<ul style="list-style-type: none"> ❖ All staff and volunteers will be registered for an enhanced DBS (Disclosure and Barring Service) check and will be required to provide a range of ID documents for example passport, driving licence, bank statement, utility bill etc. ❖ All staff and volunteers are also required to provide the names of two referees who will be contacted about your suitability for the role. ❖ Full training and mentoring will be given with the opportunity to shadow other members of the team as part of the training.
Get in touch	<p>If you think this opportunity could be for you, please send your CV and cover letter/email to:</p> <p>Kim Starkey, Community Support Programme Manager Email: kim.starkey@onecantrust.org.uk</p> <p>Closing date for applications: Thursday 29th February 2024.</p>