

## Job Description

<b>Job Title:</b>	Support Services Officer
<b>Reports to:</b>	Support Services Team Lead
<b>Location:</b>	DCT Offices
<b>Hours:</b>	0.5 FTE (18.125 hours/week)
<b>Salary:</b>	£17,952 fte (actual salary £8,976)

## Job Purpose:

To co-ordinate and deliver friendly, efficient and effective customer and administration support, advising, reporting and assisting as and when required.

## Principle Duties and Responsibilities:

### Customer Service Support

- Deal with telephone, written and e-mail enquiries from customers and colleagues in a professional and effective manner, triaging and signposting to DCT's services and support as appropriate
- Manage Devon Communities Together's general information email service, ensuring all enquiries are processed appropriately and within agreed timescales.
- Assist in the management of the booking for internal and external meetings
- To co-ordinate and deliver friendly, efficient and effective customer and administration support, advising, reporting and assisting as and when required.
- Communicate to Finance all invoice requirements.
- Troubleshoot ICT problems and co-ordinate referrals to the external ICT support providers
- Provide training for staff in the use of the photocopier, franking machine and any other office equipment
- Greet visitors to the offices, making them welcome and serve refreshments

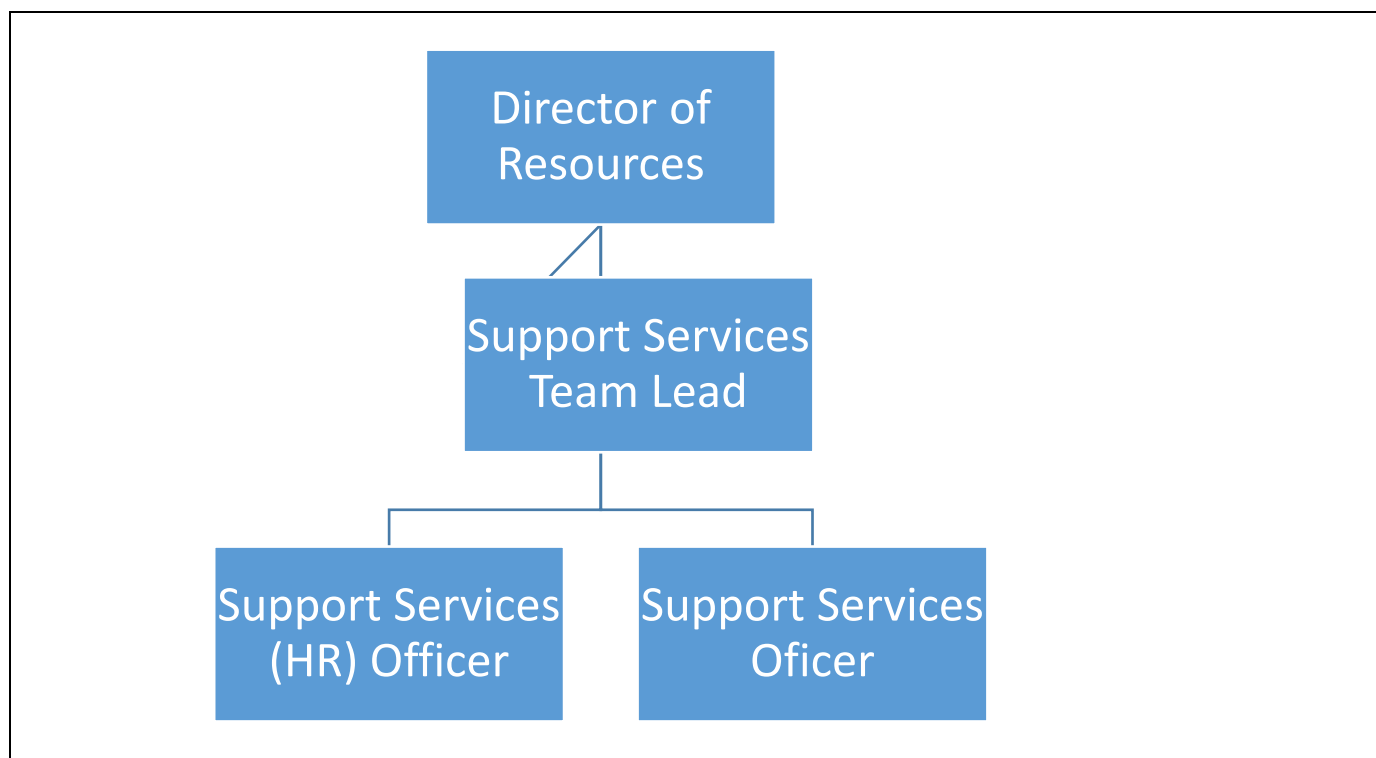
### Administration Support

- Provide administrative support to the Board, Executive Team and staff of Devon Communities Together.
- Consider and implement office, administration & IT procedures & practices, helping to develop an efficient and effective customer/support service.
- As appropriate, support meetings/events held at external venues with administrative, reception and other customer services duties.
- Input data from housing surveys, membership, questionnaires, consultations and evaluations
- Undertake general duties such as post, photocopying, laminating, binding, filing, archiving and shredding.
- Carryout research using web or other media
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### Other duties:

- Support the Marketing Executive in delivering various aspects of DCT's marketing function
- Carry out any other duties as reasonably requested by the Executive Team, or other colleagues.
- Undertake training where appropriate
- Provide general support to staff; typically being administrative work, ordering of office equipment and arranging venues, etc.
- Support the Devon Community Learning Academy (DCT's in-house learning offer) with training administration.
- Ensure that equal opportunities and an anti-discrimination approach are incorporated into all aspects of the post-holder's work.

### Structure Chart:



## Person Specification:

Attribute	Essential	Desirable	Method of Assessment
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in a busy and fast-paced office environment</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of the charity sector, either in or outside of work</li> </ul>	
<b>Practical Skills</b>	<ul style="list-style-type: none"> <li>• Highly organised and efficient approach to work</li> <li>• Able to multi-task and respond positively to competing workloads</li> <li>• Good interpersonal skills and a confident and professional telephone manner</li> <li>• Excellent current ICT skills including Word, Excel &amp; Outlook</li> <li>• Ability to word process &amp; input data accurately &amp; quickly</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to take and produce minutes of meetings</li> </ul>	
<b>Strategic Thinking</b>	<ul style="list-style-type: none"> <li>• Have practical problem solving approach, especially with regards to office equipment and IT issues</li> </ul>		
<b>Education and Training</b>	<ul style="list-style-type: none"> <li>• 5 GCSE's (or equivalent) at grade C or above, including English &amp; Maths</li> </ul>		
<b>Specialist Knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent ICT problem solving skills</li> </ul>		
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Integrity and absolute discretion</li> <li>• Flexible approach to problem solving</li> <li>• Tactful and sensitive to others</li> </ul>		

	<ul style="list-style-type: none"> <li>• A consistent friendly, open and welcoming approach</li> <li>• Ability to manage own workload</li> <li>• Ability to work independently and as part of a team</li> <li>• Flexible, adaptable and willing to learn</li> <li>• Able to relate well to a wide range of people from a variety of different settings and organisations</li> <li>• Able to demonstrate commitment to our aims</li> </ul>		
<b>Equal Opportunities</b>	<ul style="list-style-type: none"> <li>• Sound understanding of and commitment to the principles of equality &amp; diversity</li> </ul>		