###### USDT Job Description

Job Title: Belfast Works Project Support Officer X2

**Responsible to:** **Belfast Works Coordinator**

Hours: 37.5

Salary: £21,322 per annum

Pension: 6%

Contract Term: End March 2023 subject to funding

*JOB BACKGROUND:*

This post is part of the Belfast Works Project, a Belfast wide employment Project implemented by a consortium of organisations led by Upper Springfield Development Trust. Partners include:

* GEMS NI
* Ashton Community Trust
* Impact Training
* East Belfast Mission

To work as a project support officer for the Belfast Works Project team and its participants supporting all Project tasks and activities with a focus on quality of delivery of the Belfast Works Project. The post will involve supporting of the Belfast Works Project Management Team and Mentoring Team to benefit participants of the Project.

**Key Tasks and Responsibilities**

1. To support the management and mentoring team of the Belfast Works Project in tasks related to the Project.
2. To gather and record evidence on the destination of Belfast Works Project clients once they are placed in employment (or other destinations), when required.
3. To accurately record and refer incoming enquiries received by telephone, in person or in writing in accordance with organisational policy and procedures.
4. To have a general understanding and empathy with the issues faced by Belfast Works Project clients.
5. To act as first point of contact for clients, be conversant with the purpose and range of Belfast Works Project services and provide clients with initial information at time of engagement.
6. To ensure client facing environment/work area and outreach centres are welcoming, well presented with an adequate and up-to-date supply of relevant leaflets/materials, etc.
7. Be responsible for recruiting and engaging clients by advertising the programme through Facebook/social media and by acting as point of contact for client enquires.
8. Support clients with job search activities including sourcing vacancies via job point, bulletin boards and downloading relevant recruitment information/application packs.
9. Support/provide relevant training information to clients enabling them to access opportunities.
10. Provide administration support for Belfast Works team, prioritising own workload when required.
11. To accurately input data when requested and keep data up-to-date at all times.
12. To ensure the retention of all source material in accordance with operational and funder requirements.
13. To implement and maintain appropriate filing systems which allows for the effective location and retrieval of information.
14. To maintain statistical recording systems and ensure all manual recording systems in relation to the provision of the Belfast Works Project service are accurately maintained.
15. To support the team leader in the preparation for any quality inspections either within the Belfast Works Project or for external inspections e.g. ETI or ESF.
16. To act as the point of contact for clients participating in focus groups for evaluation purposes.
17. To assist in the organisation of training events including booking rooms, arranging hospitality, ensuring training resources (e.g. workbooks, etc) are available as required.
18. To update and maintain organisational mailing lists and send out call up letters to clients for training courses and events, etc.
19. To make stationery and hospitality orders, follow procurement procedures, check deliveries and pass invoices to finance for payment.
20. To create, develop and maintain effective internal working relationships within own organisation and the Belfast Works Project.
21. To create, develop and maintain effective working relationships with service users and external agencies.
22. To take minutes and contribute to meetings/groups discussions, etc.
23. To ensure the guidelines, policies and procedures of the Belfast Works Project are adhered to as well as those relating to USDT such as Equal Opportunities and Health and Safety.
24. To undertake any other duties, consistent with the post, which may from time to time be required by

#### OTHER RESPONSIBILITIES

* Undertake any other related responsibilities commensurate with the evolving objectives of the post and the evolution of the USDT as may reasonably be requested by the Director
* Work flexibly on evenings, weekends and during school holidays to ensure full delivery of the programme.
* Undertake training in order to develop work related skills and knowledge.
* Work with due regard for USDT core values and objectives
* Ensure the effective implementation of and adherence to USDT policies and procedures
* Participate in USDT Performance Management and Appraisal process, and agree short, medium and long term goals with line manager, and direct line staff.
* Identify learning and development needs with your line manager and evaluate T&D to demonstrate needs have been met.
* Share best practice and achievements, and contribute to opportunities to present outcomes and case studies.

**Status of the Job Description**

This job description is not incorporated into the employee’s employment contract. It is intended as a guide and should not be viewed as an inflexible specification and it may be varied from time to time in the light of strategic developments following discussion with the post holder. The post holder will be expected to work to objectives agreed with the line manager

**Please note that this job is being advertised subject to receiving the necessary funding**

#### Person Specification

***Note to Applicant: When completing your application form you should demonstrate/evidence the extent to which you have the necessary education, experience, knowledge and skills identified as required by the application criteria for the post.***

***Important***

***Applications must only be completed using Typescript only no hand writing applications will be considered for short listing***

***Please read questions carefully and provide full and clear detail in answer to each of the questions***

**Essential Criteria**

1. Qualification relevant (e.g. NVQ L2/3 Business Admin or equivalent) to the post and a **minimum** of 1 year full-time administrative experience in a busy office environment within the last three years
2. Demonstrate experience of being the first point of client/customer/visitor contact in a busy office environment
3. Experience of accurately entering, analysing and retrieving data from an organisational database.
4. Ability to communicate effectively, both verbally and in writing;
5. Experience and good knowledge of I.T and database systems including; ability to use MS office (Word, Excel) Internet and Email;
6. Ability to work under own initiative, including effective prioritisation of tasks and ability to work to agreed aims and objectives and be able to multitask
7. A willingness to be flexible in work patterns and to fulfil occasional evening and weekend duties
8. Ability to adhere to confidentiality
9. An understanding of the issues within disadvantaged communities.

**Desirable Criteria:**

**(Desirable criteria may used to shortlist applicants, should there be a need to facilitate manageable shortlists)**

* Knowledge and experience of working with the unemployed and the barriers they face
* Experience of ESF funded programmes guidelines and procurement processes
* Experience of preparing a Project for and external inspection e.g. ETI, QA
* Understanding of Data Protection legislation and best practice
* To have a clean driving licence and access to a car

USDT is aware that some persons with disabilities may not be able to hold a driving license. If this is the case, please demonstrate how you can fulfill the mobility requirements for the post for which you are applying.

**Vetting**

Appointment to this post is subject to successful applicant declaring all pending prosecutions, convictions, cautions and bind-over orders and their name will be submitted to Access NI for a check to be carried out.

**References**

Appointment is also subject to the return of Complete and satisfied references obtained from previous or present employers