



**JOB DESCRIPTION: BUSINESS SUPPORT OFFICER**

Post:	Business Support Officer
Location:	Home based (the post holder must live on the Scottish mainland, ideally centrally located) but with access to an office/hub facility.
Salary:	£25,000.00 (full time equivalent) + 4% regulated pension contribution
Tenure:	12 month contract with a view to extend (dependant on funding)
Working hours:	Part-time (30 hours per week – flexible)
Principal stakeholders:	The Scottish Neighbourhood Watch Network, NWS formal members, NWS Board of Trustees, NWS staff members, Scottish Government and Building Safer Communities Partners
Job Purpose:	To provide business support to the NWS Team. The day to day administration of the NWS Office, systems and processes and to be the main point of contact for any user or partner enquiries.
Reports to:	NWS Director/designated deputy

**MAIN RESPONSIBILITIES:**

Under the guidance of the NWS Director you will be required to provide the general administrative and business support to Neighbourhood Watch Scotland. You will provide the daily administration of the NWS website, Neighbourhood ALERT messaging system and social media accounts. You will support the financial management of the organisation by administering financial transactions within the accounting software and/or processes.

**MAIN RESPONSIBILITIES AND KEY TASKS**

Provide general administrative support

- Working as an effective member of the NWS Team support the daily operation of NWS and co-ordinate all office related tasks
- Maintain the centralised database of Neighbourhood Watches within the Neighbourhood ALERT system and where required send out Alerts on behalf of NWS or other partners
- Disseminate appropriate information to registered schemes and partner agencies via available communication systems such as email, Facebook or Twitter, or by written communication or phone call
- Assist with the arrangements for any Neighbourhood Watch Scotland events such as Board/Annual General Meetings, partner meetings or seminars
- Attending, and taking minutes at, meetings of Neighbourhood Watch Scotland, as required





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- With the approval of the Director seek best value at all times when procuring office supplies, equipment, contracts and Neighbourhood Watch Scotland branded items
  - Maintain up to date records of Members, Board Members and Advisors to the Board as per the Constitution
  - Manage shared email inboxes
  - Ensure new memberships are kept up to date
  - With the assistance of Manager ensure Policies are kept up to date
  - Support Director and Board requirements, meetings, reporting etc.
  - Supervision of any office or hub facility arrangements
  - Creation, maintenance and update of stakeholder contact database
  - Creation of templates (Word / Excel) where required to enable consistent capture of information
  - Working with IT support provider on any development and management of shared cloud storage to ensure consistent document storage and filing
  - Support Director in ensuring NWS is compliant with GDPR in data handling and storage
  - Support team in planning and organising events
  - Support team in minute taking / report editing / end of grant reporting as required
  - Primary responder to enquiries and follow up actions including coordinating appointments for team

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## FINANCIAL MANAGEMENT RESPONSIBILITIES

- Maintain accurate financial records for the organisation
- Record all financial transactions via the Quickbooks Online Accountancy Software and/or processes
- Prepare annual budget and forecasts as and when required with the assistance of Director and Board Treasurer
- Where required provide financial information and prepare financial reports for NWS Trustees, Scottish Government and OSCR.
- Prepare year end paperwork and liaise with Auditors to complete financial accounts



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## COMMUNITY ENGAGEMENT SUPPORT

- When required represent the interests of NWS at Neighbourhood Watch events or related partner events
- In conjunction with the Community Engagement Officer respond to enquiries for support and advice from Neighbourhood Watch, other community groups and registered users
- When required liaise with other community safety stakeholders and partners relative to the operation of NWS
- By agreement, spend time supporting the team at external engagement events, including : preparing materials for presentations, meetings and visits
- Collate appointments, enquiries and data on client needs and requests
- Follow up appropriate client information required for the relevant team officer visit.

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## COMMUNICATIONS SUPPORT

- Manage website updates
- Edit and collate newsletter articles into newsletter template and support distribution and promotion activities
- Develop and co-ordinate digital media communications
- Support staff at events as required
- Be an effective member of the NWS Team
- Support the Director and Community Engagement Officer with other operational tasks as required





**PERSON SPECIFICATION**

**JOB TITLE: BUSINESS SUPPORT OFFICER**

<b>EXPERIENCE/KNOWLEDGE</b>		
	<b>Essential</b>	<b>Desirable</b>
A confident user of information technology MS Office (Word / Excel / Outlook)	Y	
Experience and understanding of working in the community safety environment		Y
Previous experience of maintaining financial records		Y
Experience of nurturing relationships and work in partnership with individuals and other organisations	Y	
Knowledge of the Scottish geography – (desirable not essential)		Y
Previous business and administration support experience		Y
Experienced in a customer or public facing role would be helpful		
It is expected that the successful candidate will have excellent written and verbal communication skills	Y	
<b>SKILLS/ABILITIES</b>		
Effective communication (written and verbal) skills	Y	
Strong levels of initiative and excellent attention to detail	Y	
Excellent organisational, planning and time-management skills	Y	
Highly effective IT skills, particularly Microsoft Office	Y	
Able to prioritise tasks and work to critical deadlines	Y	
Able to self-manage effectively and work remotely if required	Y	
Effective digital communication skills, particularly social media applications like Twitter, Facebook etc. And web management software, such as Wordpress		Y
<b>PERSONAL ATTRIBUTES</b>		
Self-motivated, highly organised with a strong work ethic and able to work independently	Y	
An excellent team-player, able to maintain effective working relationships with colleagues	Y	
Ability to work flexibly and respond to changing priorities	Y	
Demonstrate an ability to deal with people sensitively	Y	
<b>OTHER REQUIREMENTS</b>		
To be willing to base their role at our Central Scotland Office	Y	
A clear Disclosure Scotland reference check	Y	
A full and valid UK driving licence plus own vehicle	Y	

