

Job Description



JOB TITLE: School for Social Entrepreneurs Administrator
REPORTING TO: Enterprise Co-ordinator
HOURS: 30 hours per week
SALARY SCALE: £18,076 - £20,345 per annum (full time equivalent)
£14,656 - £16,496 per annum (for actual hours)
OFFICE BASE: Winchester

JOB CONTEXT:

Action Hampshire is a support and development organisation for the wider not-for-profit sector in and around Hampshire. We have nearly 70 years' experience of working with and supporting Hampshire's not-for-profit organisations. It is our aim to strengthen their contribution to the quality of life of people living in Hampshire. We do this by providing specialist advice and information services together with practical help, encouraging equal partnership between the not-for-profit, public and private sectors, and providing a voice for Hampshire's not-for-profit organisations and its communities, both urban and rural. Our ethos is to help people to help themselves.

JOB PURPOSE:

The post holder will work with Action Hampshire's Enterprise Co-ordinator, to promote and develop social enterprise activities in Hampshire, particularly providing administrative support for the School for Social Entrepreneurs (SSE) programmes and activities, acting as the main point of contact for participants, and responding to partner organisations and other stakeholders as appropriate; providing resources and support for the growing network of participants and leading the communications for the programme through bulletins and social media. The post holder will ensure accurate information is securely recorded and stored. (21 hours per week)

The post holder will also provide support in Action Hampshire's front office, carrying out central administrative tasks (7 hours per week – Friday preferred)

MAIN RESPONSIBILITIES AND TASKS

- 1. Support the delivery of the School for Social Entrepreneurs programme from Action Hampshire (AH)**
 - Establish good and regular communications with partners and participants
 - Ensure new participants are aware of their contacts in Action Hampshire
 - Be a point of contact for social enterprise enquiries
 - Keep accurate records of learning programmes and social enterprise activities
 - Work on new social enterprise initiatives as appropriate
- 2. Provide administrative support for SSE learning programmes**
 - Prepare resources for learning events as directed by Enterprise Co-ordinator
 - Book venues and make other arrangements as necessary for learning events
 - Notify participants of dates and venues and ensure participant registration is recorded
 - Keep accurate records of attendance and carry out any follow up tasks

- 3. Maintain and secure accurate participant records**
 - Keep accurate participant records and update as appropriate
 - Ensure secure storage of confidential personal data
 - Updating internal and external reporting Customer Relationship Management (CRM) processes
 - Comply with AH and SSE data recording processes
- 4. Develop and maintain the network of social entrepreneurs**
 - Ensure SSE programmes and activities are promoted and publicised through the regular social enterprise newsletters and bulletins
 - Organise, promote and attend network activities and meetings
 - Promote further opportunities for support and development in the social enterprise sector
 - Maintain database of participants' contact details and enterprises through CRM, both for AH and SSE
 - Produce and distribute a social enterprise newsletter
- 5. Maintain a social media profile for SSE**
 - Establish a process for regular social media activity, ensuring a consistent SSE presence on social media accounts to include Facebook and Twitter
 - Promote the work of partners, stakeholders and participants through social media
 - Ensure SSE information on the AH website is up-to-date and linked to partner websites, including SSE main website
 - Attend events to gain photos or media for social media purposes
- 6. Support Action Hampshire reception team (Friday preferred):**
 - Providing courteous and efficient reception service
 - Updating contact and organisational records on CRM
 - Assisting with meeting room preparation
 - Filing invoices
- 7. Any other administrative tasks, as required, including:**
 - Involvement in wider Action Hampshire events as appropriate

Action Hampshire is a relatively small organisation, with an enthusiastic and committed staff team. There will be the opportunity for the post holder, if desired, to get involved in a wide range of projects within the organisation.

Please be aware this role requires some infrequent out of hours working.

This is a description of the job as it is presently constituted. It is the practice of Action Hampshire to periodically review job descriptions and to update them. This process will be conducted in consultation with you. It is the aim of the organisation to reach agreement on any changes but if agreement cannot be reached, the organisation reserves the right to insist on such changes to your job description, after consultation with you.

Person Specification



School for Social Entrepreneurs Administrator

Description	Essential	Desirable
Qualifications		
	A good level of ICT literacy	A good level of Maths and English
Knowledge		
	Understanding of administrative role in an office setting	Understanding of social enterprise Understanding of issues and challenges affecting not-for-profit sector Understanding of guidelines around data storage
Experience		
	Experience in an administrative role Use of social media Communicating with the general public	Using social media in a work related environment Liaising with external partner organisations Event and meeting organisation
Skills		
	ICT literate, including use of databases and spreadsheets Proven administrative and organisational skills Effective interpersonal and communication skills Being able to produce accurate work including third party documents	Photographic skills
Personal Qualities		
	Able to work on own initiative to a high standard Cheerful and approachable manner Combine a flexible approach with awareness of the need to meet deadlines	

	<p>Able to manage a busy and varied workload</p> <p>Enthusiastic approach to the development of School for Social Entrepreneurs and Action Hampshire</p> <p>Empathy with culture and values of the not-for-profit sector</p> <p>Pro-active and positive approach to work</p>	
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