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| **Job Description & Person Specification** |
| **Job title:**  |  Youth Inspired Operations Support Officer  |
| **Contract:**  |  Fixed term till 31/03/21 – subject to funding and review.*(It is funded by The National Lottery Community Fund and the DCMS.)* |
|  **Salary:**  | £21,000 pro rata based on a 37hr per week FTE(salary will be pro rata based on actual hours worked, see below) |
| **Hours of work:**  | 20 hours per week with potential for increase in hours(worked over a minimum of three days per week) |
| **Reporting to:**  |  Youth Inspired Programme Manager |
| **Location:** | This position is home-based however, you may be required to travel to meetings or events across Peterborough and there will be opportunity to work from the office if/when required.  |

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| **Main duties** |
| Working solely for the Youth Inspired project as part of the Programme Management team, to provide efficient operational assistance, ensuring the team is supported in achieving its targets and outcomes.**Administration*** Provide required operational support to the Youth Inspired project team
* Including but not exclusively; processing expenses, monitoring project budgets, issuing of contracts and updating policies
* Assist team in the monitoring and maintenance of Youth Investment Fund budgets and data across a range of systems
* Assist Programme Manager to collate budget spend evidence and produce reports
* Liaise with community groups to efficiently gather evidences and documentations required by the project team.
* Provide data to enable reporting by the Programme Manager
* Collate data and ensure participant records are maintained
* Support team with production of materials needed for the programme
* Support the team with related events, forums/ group meetings
* Assist and support other members of the Youth Inspired team in tasks relating to the operation of the Youth Inspired project.

**Other areas of activity*** To share intelligence with partners including, but not limited to, key workers, other Youth Inspired contract leads, Community groups
* To promote the aims and objectives of the Youth Inspired programme to various audiences in particular potential participants and suppliers
* To be an integral part of the wider programme team working across organisational boundaries, ensuring effective day-day communication, co-ordination and information sharing at all times

**General*** Be part of the PCVS team and contribute to the development and success of the organisation.
* To undertake all duties in compliance with the Youth Inspired programme and funder standards, inclusive management policies and all other relevant guidelines of good practice and statutory requirements.
* Adhere to PCVS policies and procedures and support the quality standards required for PCVS and Peterborough Plus, inclusive of ISO 9001 accreditation.
* To attend team meetings, training courses and conferences as required
* To comply with the Peterborough CVS & Peterborough Plus Health and Safety Policy and contribute to good health and safety practice.
* To comply with the Peterborough CVS & Peterborough Plus Equality and Diversity Policy Statement, actively seeking opportunities to recognise the value of diversity and ensure equality of opportunity in services delivered
* To comply with all aspects of the Peterborough CVS and Peterborough Plus Code of Conduct and behaviours.
* To actively demonstrate a customer focused approach in all dealings with the public, employees and external agencies
* Use ICT systems proficiently and in accordance with standards set down for the role.
* To carry out any other duties in accordance with the nature and scale of the post as may be required from time to time as agreed between the post holder and Peterborough CVS.

*NOTE: This is a new post, as the needs of the Youth Inspired programme and organisation change rapidly, this role will change accordingly; therefore this document should be viewed as guidelines which are subject to change.* |
| **Person Specification** |
|  | **Essential** | **Desirable** |
| **Education, Qualifications, Training** |
| 1. Good standard of education with a minimum 5 GCSE Grades or equivalent.
2. NVQ in Business Administration Level 2 or above
 | **E** | **D** |
| **Experience** |
| Minimum of 2 years’ experience in an administrative role – preferably supporting a multidisciplinary team  | **E** |  |
| Experience of monitoring budgets or accounts  | **E** |  |
| Experience of working under pressure |  | **D** |
| Experience of working with confidential data and understanding of the issues around confidentiality | **E** |  |
| Experience of delivering targets and outcomes in line with project requirements | **E** |  |
| Experience of using diagnostic tools |  | **D** |
| Experience working as part of a multi-disciplinary programme team across several partner organisations  |  | **D** |
| Experience of communication with young people | **E** |  |
| **Knowledge** |
| Understanding of the maintenance of records, office procedures and producing reports | **E** |  |
| Knowledge of the problems faced by young people and community groups and volunteers |  | **D** |
| Understanding of the principles of Information, Advice and Guidance |  | **D** |
| Knowledge of young peoples services available in the Peterborough area |  | **D** |
| Knowledge of the Youth Inspired programme |  | **D** |
| **Skills and Personal Characteristics** |
| Willing to undertake necessary training | E |  |
| Ability to work as part of a small team | **E** |  |
| Ability to operate IT and relevant software including Microsoft Office. | **E** |  |
| Ability to work on own initiative. | **E** |  |
| The ability to communicate effectively orally and in writing with a wide range of people including young people | **E** |  |
| Excellent organisational and planning skills | **E** |  |
| Ability to manage heavy workload/tight deadlines | **E** |  |
| Ability to adapt to new circumstances | **E** |  |
|  Special requirements |  |  |
| * Full driving license and access to a vehicle, insured for business use
* Location: Peterborough - with travel as needed across programme area (Peterborough)
* Some out of hours working may be required (evenings/weekends) in order to support the programme
 | **E****E** | **D** |