



CANDIDATE PACK

Project Support Officer

Deadline: 1st September 5pm



Thank you for your interest in CVS South Gloucestershire. This pack will give you information on how to apply for the role of Project Support Officer, working across South Gloucestershire. We appoint on the basis of the best candidate for the role, ensuring the recruitment and selection process is as fair and objective as possible.



Introduction to CVS South Gloucestershire

Formed in 2003, CVS's Mission is to support and develop voluntary, charity, community and social enterprise and action groups (VCSE) in South Gloucestershire. Based in Yate, the organisation is now well established and provides a wide range of CVS services and activities, as defined by the National Association for Voluntary and Community Action (NAVCA).

CVS South Gloucestershire is involved in a range of strategic groups and partnerships including:

- VCSE (Voluntary and Community sector) Leaders Board which brings together CVS Members that operate at South Gloucestershire level. This Board aims to work collaboratively with the public sector and with each other, wherever possible.
- Founding members of the West of England Civil Society Partnership with local partners including: Voscur (Bristol CVS), Wesport (West of England Sport Trust), WERN (West of England Rural Network), VANS (CVS for North Somerset); 3SG (Bath & North-East Somerset). WoE-CSP works in a similar way (with WECA etc.) to VCSE Leaders Board, but at a West of England level.
- Acting as advocates for the voluntary and community sector as a member of the South Gloucestershire Local Strategic Partnership, the Stronger and Safer Communities Partnership, the Health & Wellbeing Board and the South Gloucestershire Keep It Local Group, and with the VCSE Alliance to BNSSG's ICB (Integrated Care & Health Board).

In addition, in 2017, we developed and introduced new Membership Standards for those VCSE organisations without an externally validated quality award. There are 12 standards, ranging from good governance, to managing resources. Our goal is to support members to learn and develop their ways of working against these standards.

Alongside this we've developed an online VCSE Directory which sits on the Council's procurement portal. One of the ways companies bidding to deliver services can demonstrate Social Value is by choosing a local VCSE organisation to partner with.

CVS is highly valued by the VCSE sector and well regarded by public sector colleagues, the organisation does not deliver services or bid to deliver front-line services, and therefore can act as an honest broker, championing, advocating for and being a critical friend to the whole VCSE sector.

CVS champions equalities and diversity and supports South Gloucestershire Equalities Voice, a partnership of local equalities organisations established in 2017.



As part of our values around Social Justice, CVS is working with South Gloucestershire Council to support the VCSE and the Councils' response to the Climate Emergency and we've developed a CVS Membership standard in this respect.

CVS South Gloucestershire's vision is:

an independent, thriving, diverse, innovative and resilient local voluntary, community and social enterprise sector providing high quality services, in communities across the area and making a positive difference to peoples' lives

As a member of NAVCA, our national body, our strategic aims and objectives are mapped against their membership standards of the core functions of a CVS which are: Development, Support, Collaboration and Influence.

Another strategic objective is that CVS South Gloucestershire remains a robust, viable and sustainable organisation able to deliver its mission, alongside other infrastructure partners, to support, develop and represent the VCSE in South Gloucestershire.

The Services we deliver include:

- 1 **Development: maintaining up-to-date data and intelligence on the VCSE enabling the identification of trends and any service gaps early-on**
- 2 **Support: to develop the skills and capacity of VCSE**
- 3 **Collaboration: to provide opportunities for the VCSE to collaborate**
- 4 **Influence: develop and expand relationships and partners**

**Yate Library 44 West Walk, Yate,
South Gloucestershire, BS37 4AX**

Company Number: 4831569

Registered Charity Number:

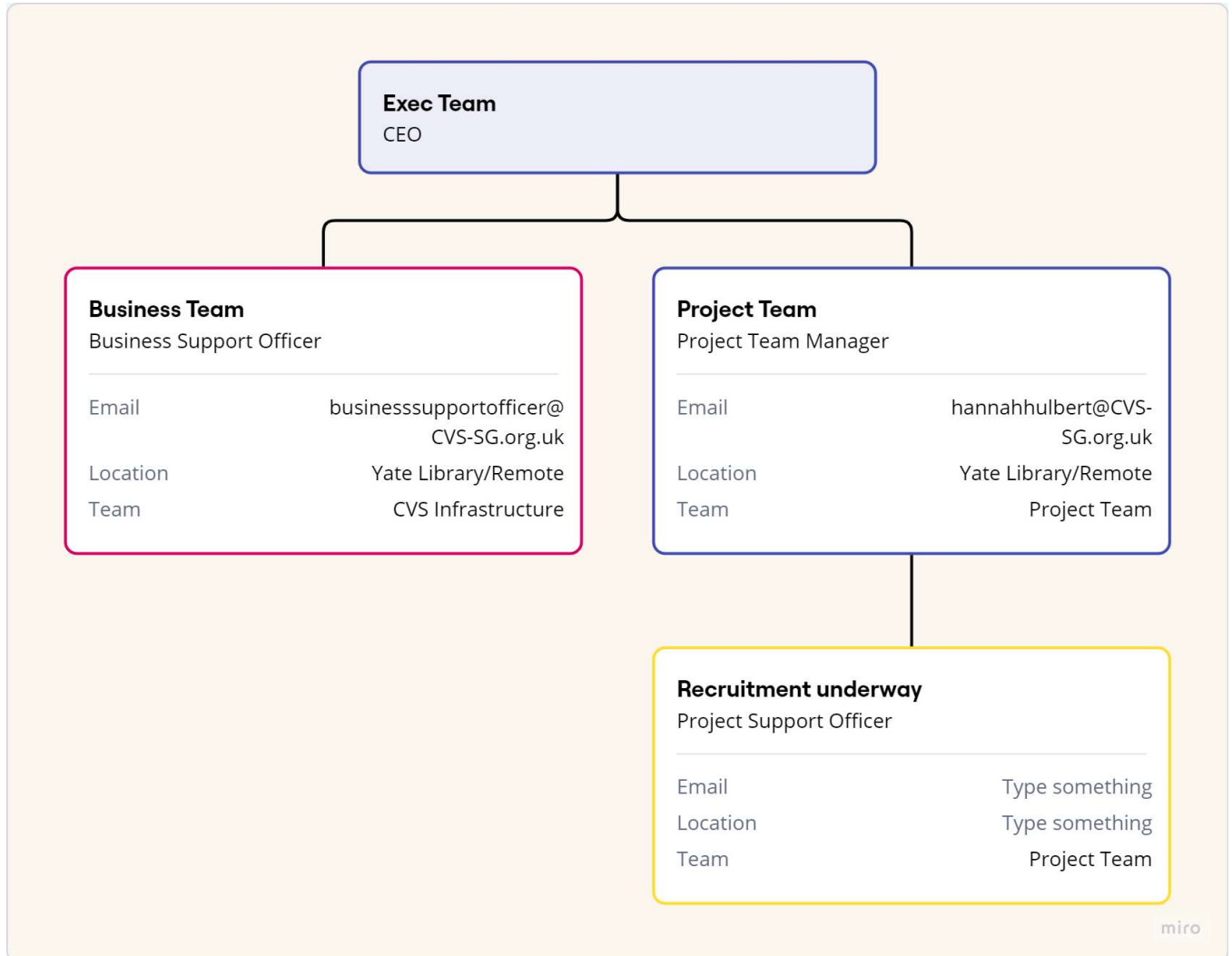
1099702

Tel: 01454 865205

www.cvs-sg.org.uk

info@cvs-sg.org.uk

CVS Team Structure:



Job Description

Job Title	Project Support Officer
Job Summary	<p>As a Project Support Officer, you will support the smooth running of our projects on a day-to-day basis including maintaining spreadsheets, collating data, assisting with events and liaising with project partners.</p> <p>You will work flexibly supporting the team across a variety of projects and work strands. Below are examples of the kinds of projects you may be working on.</p> <p>Our Membership project focuses on increasing engagement with Voluntary, Community and Social Enterprise (VCSE) organisations across South Gloucestershire and in turn increasing our membership base. This also allows us to increase the number of VCSE groups signing up to our standards and commitments.</p> <p>The second is our Energy Efficiency Grant Project we are delivering on behalf of South Gloucestershire Council and in partnership with Business West. The aim of this project is to support VCSE organisations who run a community building with reducing their energy/running costs through offering energy assessments and grant support.</p> <p>The third is the Social Economy West Project which we are delivering across South Gloucestershire on behalf of Business West. The project was developed by the West of England Combined Authority. The aim of this project is to support VCSE organisations with developing and upscaling their organisations and the services/goods they offer in the community.</p> <p>We also work to offer VCSE organisations across South Gloucestershire support and resources in areas including volunteer recruitment and retention, policies and procedures and advice on organisation status.</p> <p>We are a small close-knit team, and we are committed to supporting each other to meet the needs of the VCSE sector of South Gloucestershire.</p>
Reporting to	Project Manager
Posts Line Managed	None
Projects and Contracts	You will work flexibly supporting the team across a variety of projects and work strands.
Relationships	Colleagues, VCSE organisations, associates, community activists, stakeholders and partner organisations, and businesses supporting the VCSE sector.



Income Generation	Shared responsibility to contribute to opportunities to generate income for CVS-SG.
Salary	£24,000 per annum (£14,400 pro rata), plus employer pension contributions.
Hours	21 hours per week (0.6 FTE) – working hours are flexible but must meet business needs. Post requires flexibility to work occasional evenings and weekends.
Contract	1-year fixed term contract.

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Location	This post is hybrid, with an office base at CVS South Gloucestershire, Yate Library, 44 West Walk, Yate, BS37 4AX. Work to be delivered throughout South Gloucestershire.
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Principal Duties

1. Administration

- 1.1. Monitor email inbox ensuring timely responses to enquiries. Raise any issues/uncertainties with Project Manager.
- 1.2. Maintain folders, files and databases in line with day-to-day work completed.
- 1.3. Maintain good working relationships with the VCSE sector of South Gloucestershire and with partner organisations.
- 1.4. Provide administrative support for projects as guided by the Project Manager and CEO.

2. General

- 2.1. Embed and actively facilitate Equity, Diversity and Inclusion in everything you do.
- 2.2. Keep informed of relevant legislation, policy, and good practice developments. The team work together to do this.
- 2.3. Carry out duties in compliance with CVS-SG's policies.
- 2.4. Keep up-to-date records and contribute to CVS-SG's information services, particularly excellent case notes.
- 2.5. Participate in staff meetings, supervision, appraisals, and training as agreed with the line manager.
- 2.6. Contribute to agreed monitoring and evaluation of work / projects and contribute to regular and annual reports.
- 2.7. Work in accordance with current legislation.
- 2.8. Be responsible for your own safety and not endanger that of colleagues / visitors in the workplace.
- 2.9. Undertake occasional out of hours work, as directed by the Chief Executive Officer and Project Manager.
- 2.10. Contribute to implementing and developing CVS-SG's marketing strategy in ways relevant to the role and support the development of new business opportunities.
- 2.11. Act as an ambassador for CVS-SG and positively contribute to the delivery of CVS-SG's marketing and communication strategies.
- 2.12. Undertake other reasonable duties commensurate with the grading for the post.
- 2.13. Shared responsibility to contribute to opportunities to generate income for CVS-SG.



Person Specification

Essential

- 1.1. Excellent written and verbal communication skills.
- 1.2. Strong attention to detail.
- 1.3. Organised and efficient administrative skills.
- 1.4. Knowledge of GDPR regulations and how to apply these in day-to-day work.
- 1.5. Good customer service skills, with an ability to work professionally and inclusively with a range of individuals and VCSE groups.
- 1.6. Ability to multitask and manage own time effectively.
- 1.7. Experience prioritising and managing a busy workload.
- 1.8. Excellent IT skills including MS Office, email, internet, and databases.
- 1.9. Strong team working skills with an ability to work closely with colleagues to achieve results.
- 1.10. This role will involve some travel around the area. Having access to a vehicle or reliable public transport/ personal transport is essential.

Desirable

- 2.1 Excellent presentation skills with the ability to present to a range of audiences and people of varying backgrounds.
- 2.2 Experience working with partner organisations, developing meaningful and positive relationships with them.
- 2.3 Use of excel spreadsheets.
- 2.4 Experience working or volunteering in the VCSE sector and/or local government.

How to Apply

We ask all applicants to submit a CV and cover letter to businesssupportofficer@cvs-sg.org.uk. Please update your CV to ensure it suitably reflects the requirements of the role and include contact details of two referees. Please also email a completed Equalities monitoring form if you are comfortable doing so. Cover letters can be up to two pages, and we recommend you include:

- A brief summary of why you are a good fit for the role
- Reference to your relevant experience (work or otherwise) with examples which relate to the role requirements
- Tell us about your particular skills and areas of interest

Access requirements:

All interviews will be conducted online. We will make any interview offers via email, please let us know in your response any arrangements we can make which will assist you during this process.



This information is requested in accordance with the S.60 (6) of the Equality Act 2010. This information will be treated in the strictest confidence.

Right to Work in the UK

You will be required to provide evidence that you are eligible to accept an offer of employment with CVS South Gloucestershire. If you are offered the role, you will be required to provide a copy of the evidence which we will retain on file.

References

If you are offered the role, we will seek your consent to request references.

Your referees must be able to provide sufficient information to enable the panel to confirm your suitability for the role. One referee must be a manager from a previous post you have held, and they will need to supply the reference either through a company email or on company headed paper. If you have difficulties with these conditions, please let us know as soon as possible.

Declarations

When submitting your CV and cover letter via email, we will accept this without a signature.

Equality and Diversity

CVS South Gloucestershire actively celebrates diversity and equality of opportunity. We promote a culture where inclusion is embraced, where opportunities are available to all and where everyone is treated with fairness, dignity and respect. We seek to develop a workforce that is representative of the diverse communities we serve. Therefore, no applicant will be treated less favourable than others based on protected characteristics or any other reason that cannot be justified.

Recruitment Timeline

The closing date for this post is **1st September 5pm 2024**.

Shortlisting will take place on **2nd September 2024**.

Interviews will be held online on **5th September** and **9th September 2024**.



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