

Job description

Business Support Officer - Practice and Sustainability

SERVICE: National School Breakfast Programme

HOURS: 29.6

GRADE: 2:16

LOCATION: London (ECTV) with national travel

REPORTS TO: Best Practice and Sustainability Lead

JOB FUNCTION:

Family Action, in partnership with Magic Breakfast have recently launched the National School Breakfast Programme funded by Department for Education. The Programme will expand the successful model developed by Magic Breakfast to work with many more schools across the country to develop the provision of healthy breakfasts so no child starts the school day too hungry to learn.

The Business Support Officer - Practice and Sustainability will work in close partnership with the Best Practice and Sustainability Lead to develop a legacy of best practice and provide high quality functional, data and administrative support to the School Breakfast Programme.

PRINCIPAL ACCOUNTABILITIES:

1. To support the Best Practice & Sustainability Lead with the identification, development, monitoring, delivery and sustainability of best practice within the Schools Breakfast programme
2. To support the Best Practice & Sustainability Lead to deliver a range of internal and external meetings and events (e.g. practice sharing forums) and the development of local networks in each of our three regions
3. To communicate and liaise with a variety of stakeholders via email and phone (e.g. school staff, volunteers, programme colleagues, commercial supporters of competitions)
4. To support a variety of marketing, communications, legacy and sustainability activities (e.g. conducting surveys, creating templates, case studies, organising events,

interviewing stakeholders) and ensure each school has a signed and completed sustainability plan when support services withdraw

5. To use the CRM system effectively to support effective project delivery (e.g. maintaining records of marketing campaigns, contact with schools and other stakeholders, logging permissions for case studies and photo consent)
6. Proof read internal and external documents with a high standard of accuracy.
7. Lead on the management and upkeep of the project's social media accounts
8. Work in close partnership with Magic Breakfast to ensure best practice is prevalent in all School Breakfast Programme work
9. To carry out a wide range of administrative tasks and create systems and processes which support the development of best practice (e.g. logging expenditure, chasing completed forms, updating plans and other documentation)
10. To ensure you have an understanding (appropriate to your role) of, and comply with, Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults
11. To actively take part in Family Action's formal appraisal and supervision processes and be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement. Take responsibility for your own professional development
12. To adhere to Family Action's Data Protection Policy and also ensure that confidentiality is maintained at all times by supporting the Lead to establish appropriate and secure systems for any confidential materials and data
13. To comply with Family Action's Equality and Diversity Policy in every aspect of your work; positively promoting the principles of these policies amongst colleagues, service users and other members of the community
14. To comply with Family Action's Health and Safety Policy to protect your own and others' health, safety and welfare
15. To contribute to the growth and development of the organisations by gaining a working knowledge of Family Action's portfolio of services and proactively marketing the organisations and services to commissioners and funders. Support the Business Development and Fundraising teams by contributing knowledge and information to bids and grant applications as required.
16. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families', by:
 - Being people focused

- Reflecting a 'can do' approach
 - Striving for excellence in everything we do
 - Having mutual respect for everyone we work with, work for and support through our services
17. To work flexibly as may be required by the needs of the service, which will include early visits to breakfast provisions in schools around the country, which may require occasional overnight stays. To carry out any other reasonable duties as required, e.g. assisting with research, updating webpages
18. To work on occasion in schools or in the community assisting with content gathering, filming, photography etc.

Person Specification

Education and Experience

1. Experience of providing administrative support to a multi-functional project and team
2. Demonstrable experience of using a CRM system and databases to support the development and evaluation of events and services
3. Experience of working remotely, across a wide geographical area with a range of stakeholders and ability to make an effective contribution to the wider MB/FA team
4. Demonstrable experience of arranging events and meetings for dispersed teams, ensuring all correct materials are available and providing support in person at meetings and events

Skills

5. Ability to prioritise, plan, organise and manage a varied workload and to work autonomously and flexibly in order to meet challenging and conflicting deadlines
6. Strong interpersonal skills, with the ability to communicate information effectively both in person and in writing to a range of stakeholders, including children and young people, parents and carers, school teams and funders
7. Excellent IT skills, including experience of developing computer systems and manipulating data to produce accurate reports. Experience of using Microsoft Office. Experience with Adobe InDesign and Photoshop desirable but not essential.
8. Excellent copy checking and attention to detail.

9. Ability to problem solve, applying creativity and innovation
10. Ability to apply safeguarding procedures appropriate to your role
11. Experience of maintaining and updating Social Media accounts desirable.
12. Strong audio typing skills desirable but not essential.

Commitment

13. A commitment to the growth and development of the programme and of the organisation
14. A commitment to apply Family Action's policies and procedures in every aspect of daily work including Health and Safety, Data Protection, Safeguarding of children and vulnerable adults
15. A commitment to equality of opportunity, and the ability to creatively apply equal opportunity principles to service provision and employment
16. Ability to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - Being people focused
 - Reflecting a 'can do' approach
 - Striving for excellence in everything we do
 - Having mutual respect for everyone we work with, work for and support through our services
17. Willingness to work flexibly to support the success of the programme and ability to travel extensively in England and attend early breakfast provisions, with occasional overnight stays