



Job Description – Business Support Officer

Job Title: Business Support Officer
Location: Home based, with occasional travel
Salary: £15,360 (£25,600 FTE)
Pension: 8% employer's pension contribution
Hours: 3 days per week (21 hours)
Leave: 25 days holiday per annum plus bank holidays (currently 9 per year). This is pro-rata for any employees working less than 35 hours per week

Job Purpose

The Business Support Officer will play a key role in the smooth running of Community Leisure UK, with a specific focus on facilitating members' meetings and managing queries from members. The postholder will ensure that our members' Special Interest Group, and other thematic, meetings are organised and run efficiently, and that information is shared regularly with our membership via email. They will often be the first point of contact in relation to member queries and will be responsible for directing and responding to queries as appropriate. They will also be responsible for maintaining accurate contact details for the networks. An overview of our networks can be found on our website.

About Community Leisure UK

Community Leisure UK is a national members' association representing leisure and culture charitable trusts and social enterprises across the UK. We are a small team of 6, supporting c.100 members across the UK.

Our Values

We embed our values through everything that we do, creating a common purpose and an organisational culture that we are proud of.

- Integrity

We believe in a principled and ethical approach to our work, championing transparency in every aspect of our and our members' work.

- Fairness

Inclusivity and equity are at the heart of everything we do, regardless of the shape or size of members or partners.



- Passion

Our passion drives our work and our team, with a core belief in championing the Trust model and the value of public leisure and culture services.

For further information on our work and areas of focus please visit our [website](#).

What you'll get in return

We are a remote based team, coming together for meetings and team days throughout the year. We are committed to flexible working, and to working with individuals to understand their optimum working patterns. In addition, we support ongoing CPD and training for all staff and work with Personal Development Plans to ensure we support progression and development.

Daily start of the day check ins, and weekly catch ups are arranged wherever possible with your manager and/or team, so that you feel fully supported in your work.

Please note that during your induction and probationary period, there will be a requirement to attend an office location in either Edinburgh or London on to do face to face training and induction.

Main Areas of Work and Requirements

The main areas of work and requirements of the Business Support Officer will involve:

Administration

- Prepare and circulate agendas and papers for Special Interest Group meetings in collaboration with the meeting Chairs and Community Leisure UK team
- Record and track progress on agreed actions from meetings and support efficient follow-up
- Support with the organisation for Regional Meetings in collaboration with Regional Directors
- Organise online webinars, events and ad-hoc meetings as required in collaboration with the team
- Ad-hoc admin support to the team as needed
- Support with the regular deletion of data in line with GDPR
- Monthly mailout to collect submissions for the monthly ezine
- Post members' job advertisements onto the website
- Support with minute taking at the three General Meetings per year



Membership and Communications

- Circulate network queries received from members
- Respond to members enquiries in a timely and professional manner
- Maintain and update content on the members' area of the website
- Keep contact details up to date on our database for our networks
- Provide website logins for members when requested

Person specification

To join us, you'll need a keen interest in leisure, culture and the role of social enterprises and charities. We actively encourage applicants who are both working now and who are looking for work.

Prior experience

- Experience of providing administrative and meeting support

Knowledge and understanding

- Interest in the charity and social enterprise sectors
- Knowledge and understanding of supporting committees

Skills

- Strong inter-personal skills supporting effective engagement and working with members, external stakeholders and venues
- Ability to actively listen and to convey information clearly and concisely, including sharing information across the organisation and with members
- High levels of accuracy and attention to detail
- Strong organisational skills, with the ability to plan own workload, and take into account the workloads of others.
- Completes work to a high standard and shares knowledge across the organisation
- Respect other individuals; listens and takes into account different opinions, feelings and motivations; is trustworthy and acts with integrity; responds and acts constructively towards others
- Take personal responsibility for the complete delivery of projects, tasks and outcomes
- Is reliable and completes agreed work to timescale
- Flexibility to adapt to changing priorities and handle unexpected situations



- A willingness to learn and develop their professional and personal skills
- Experience of using IT systems, including Microsoft products, and willingness to learn about other platforms including, but not limited to MailChimp and WordPress.

Application is by CV and a covering letter which should indicate why you are interested in applying for the role and how you meet the role requirements. To apply, please submit an application through Charity Job – www.charityjob.co.uk by 5pm on Thursday 9th April.

Interviews will be held week beginning 20th April via Microsoft Teams.

Ends.