
Job Description | Delivery Support Officer

Job Title:

Delivery Support Officer

Salary & Grade:

£24,801 ((£14,880 pro rata) Grade 2.1

Normal Place of Work:

Station & Kingswood

Hours of Work:

24 hours per week

Responsible to:

Head of Youth Services

Job Purpose

The post holder will provide efficient, robust and proactive project support to the Delivery team within Creative Youth Network.

The post is a critical role for the delivery team and wider organisation supporting all aspects of delivery across Youth and Creative service provision.

The ideal candidate will have extensive experience of working in an administrative and/or project support role providing a full range of administrative support services. They will have excellent organisational and time management skills with a solution focused, proactive approach to problem solving and an interest in improving outcomes for young people. They will be an excellent communicator and have the ability to work autonomously, balance workload across multiple workstreams to meet deadlines along with excellent attention to detail and great stakeholder service skills. Excellent IT skills (preferably experience of Office 365), database, excel and record management skills.

Key Responsibilities

- i) Providing administrative support to the Delivery Team
- ii) Support the Data and Evaluation Administrator with key data and reporting tasks.
Create new processes with Data and Evaluation Officer and offer advice with

- streamlining existing processes. Help communicate these changes with delivery team.
- iii) Manage the delivery referral and sign up processes, liaising with service users if needed to communicate changes to delivery
 - iv) Coordinating internal and external meetings including using TEAMS and ZOOM platforms and booking venues
 - v) Attending internal and external meetings, assisting to produce papers and producing minutes and coordinating agreed tasks and actions
 - vi) Assisting in organising, delivering and evaluating internal and external events and where appropriate, leading specific event action and activities
 - vii) Collating information and producing reports for internal reporting, funders and other key stakeholders
 - viii) Supporting the Safeguarding team with data management, and managing confidential and sensitive information and lead on producing safeguarding reports and duty rota
 - ix) Support to fundraising team in pulling together key documentation for bids
 - i) In collaboration with marketing team, support with website management e.g. creating online forms, making edits to live pages
 - ii) Support and develop processes for time limited projects
 - iii) Support in budget management and planning processes, for example ensuring correct allocation of purchase orders. Communicate/ liaise with delivery freelancers providing agreements and necessary paperwork, including purchase order numbers and payment details.
 - iv) Be an account holder with local taxi companies, arranging taxi journeys and checking payment is correct
 - v) Supporting the team in using office 365 and Upshot consistently and effectively
 - vi) Point of contact for Upshot e.g. troubleshooting issues, liaising directly for payments and changes to contract, and providing updates to Upshot where needed
 - vii) Train staff in Upshot and other systems
 - viii) Point of contact for all delivery external emailed queries, manage multiple mailboxes and liaise with relevant colleagues to solve the queries

- ix) Point of contact for queries from estates/ central team about delivery, liaising with relevant leads
- x) Ensuring our databases are up to date, including assisting with inputting attendance records or sign up forms
- xi) Co-ordinating the applications of creative opportunities e.g. commissions – creating sign up form, taking submissions and collating, help in decision making and informing applicants of outcome
- xii) Maintain Creative Kit Inventory
- xiii) Support delivery managers with staffing arrangements, sourcing session cover, rota management, arranging 121's and team meetings.
- xiv) Supervising volunteers and placements

This list of tasks is not exclusive and does not form part of any contract of employment. Duties may be varied from time to time, with the job description being subject to review or periodic amendments.

Last Updated: July 2024

PERSON SPECIFICATION

Job Title: Delivery Support Officer
Grade: 2.1
Reports to: Head of Youth Services

Criteria	Assessed by:			
	AP	IV	AS	QC
Essential				
Demonstratable experience in comprehensive office administration	X			
Excellent IT skills including Microsoft 365 applications	X		X	
Awareness of GDPR regulations and requirements	X	X		
Demonstrable experience in data entry, database maintenance and reporting	X	X	X	
Highly skilled in accuracy and attention to detail	X	X	X	
Demonstrable experience of minute and note taking	X			
Excellent time management/prioritisation skills	X	X		
Customer focused, with excellent communication skills	X	X		
A demonstrable passion for, and affinity with the work we do to serve young people	X	X		

AP = Application Form **AS** = Assessment/Task/Presentation
IV = Interview **QC** = Qualification Certificate

N.B. assessment/task/presentation to be confirmed – may be used to assess some of the above criteria. Shortlisted candidates will be notified in advance.