

Job title:	Organisational Support Officer
Date prepared:	August 2024
Location	Home-based (travel will be required across the UK)
Reports to	CEO
Hours of work:	20 hours per week (negotiable)
Full time Salary for a 35-hour week:	£22,500 (plus contributory pension) depending on skills and experience

Purpose of the role

The Organisational Support Officer is a unique role working across all areas of the organisation. Working closely with all colleagues, the postholder supports day-to-day delivery of all our work including finance and member governance. The role also involves helping us deliver high quality events and a robust professional conduct complaint process.

Key accountabilities

Training

To play a support role to help deliver high quality training and events including:

- Sourcing and booking venues for face-to-face CPD events and conferences.
- Organising contracts and payments with suppliers and trainers.
- Providing pre and post event administrative support including confirming attendee lists, collating materials for events, and issuing certificates to attendees.

Operations support

To assist the effective day to day back-office operations of the organisation including:

- Acting as a first point of external contact, dealing with and directing telephone and email enquiries.
- Administering applications for new membership, renewals, accreditation and category changes.
- Managing Member Registers, therapist listings, mailing lists, databases and member-related website content.

- Providing administrative support for annual Member relicensing and membership audits
- Administering Direct Debits, expenses, invoicing and payment runs.

Standards and Governance

To assist in governance activities and administering complaints:

- Supporting the conduct of professional standards complaints including clerking meetings.
- Helping to arrange quarterly Trustee meetings and the annual AGM.

Communications

To contribute to internal and external communications:

- Helping collate content for and then circulating newsletters.
- Creating member emails, website content and social media posts.

Other requirements

- To act as a member of COSRT's core team, working with colleagues and volunteers to successfully grow the charity and deliver its strategy
- To undertake any other reasonable duties to support the work of COSRT
- To comply with corporate policy and procedure
- Note - occasional out-of-office hours work will be required as will some travel within the UK

Person specification

We are looking for a passionate, determined individual, with the following experience and skills:

ESSENTIAL

- Excellent written and verbal communication skills.
- Experience and understanding of finances including invoicing and expenses.
- Excellent IT skills, with good knowledge of all Microsoft packages and social media platforms.
- Experience of working in a support role using administrative systems effectively to support multiple activities.
- Ability to work independently, prioritising and managing time to deliver complex workload

- Understanding of and commitment to equal opportunities and COSRT's work and values
- Willingness to travel across the UK to attend events when necessary

DESIRABLE

- Experience and/or an understanding of membership organisations.
- Experience of engagement in planning and delivering events
- Experience and/or an understanding of Wordpress web platform
- Degree level qualification or equivalent
 - Professional and vocational qualifications accepted
 - Significant work experience considered as proxy for HE-level qualifications

Other information

The post-holder will need to adopt a flexible approach to support COSRT's work. The role may require some working outside of office hours and occasionally at weekends. The post-holder will work from home and will also be required to travel to some COSRT events.