

Fresh Futures

Job Description

Job Role:	Business Support
Management level:	N/A
Reporting to:	Business Manager
Direct reports:	N/A
Functional reports	N/A
Salary:	Band 1 Role £12.80ph
Hours of work:	Between 8.00am and 17.30pm

The Company

Fresh Futures is a regional charity working with vulnerable and disadvantaged children, young people, and their families, within Kirklees and surrounding areas. Our vision is that all young people have opportunities for a better life, now and in the future. We are thought leaders, and together with partners, we deliver outcomes through four interwoven strands of activity – providing education services and facilities, building healthy relationships, promoting health and wellbeing, and improving employability skills.

Purpose of the job

Why the role exists and overall responsibility

To provide comprehensive business support to the charity, ensuring the effective operation of our buildings and the seamless delivery of services to our clients. As the welcoming face of the charity, this role plays a key part in creating a positive first impression, providing a warm and professional environment for all service users, staff, and visitors.

Main activities

Administration

Manage the day-to-day office operations of the charity, which includes, but not limited to,

- Scheduling
- Correspondence
- Maintain accurate records, filing systems, and databases
- Create and maintain effective and efficient administrative process
- To handle the referral process into services, and maintain accurate records which contain sensitive data.

Client facing

To ensure the needs of our service users, tenants, and visits are kept to a high standard this is includes but not limited to,

- To create and maintain a warm, welcoming and inclusive atmosphere for all who engage with the Charity, nurturing a respectful and listening culture without judgement.
- To maintain a comprehensive knowledge of the charity wide services and community delivery,
- To guide and/or signpost service users to accurate and effective information to meet their individual needs

Collaborative working

- To adhere to our charity culture by maintaining clear and transparent communication
- To contribute to a problem-solving approach to all tasks and challenges
- To be adaptable to the fast paced environment
- To support each other, offering help when needed and encouraging one another during challenges.
- Keep up to date with developments and achievements within the charity and wider community, seeking opportunities to share knowledge & skills, celebrate success and to learn & improve

Processes and procedures

- Follow all procedures for opening and closing building
- Stock check for stationery and facility supplies, including refreshments and cleaning products (in accordance with COSHH and COSHH procedures)

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- **Maintain development of skills and knowledge necessary for the effective performance of the role. i.e lhasco**
- **Adhere to all Fresh Futures policies and procedures**

Finance

- **Oversee petty cash systems, monitoring and tracking payments, follow up payments outstanding and liaise with the finance department.**
- **Invoices to be raised in a timely manner and liaise with external organisations regarding invoices.**
- **Administer cash and card payments.**

Other

- **Contribute to opportunities for growth and development for the charity and wider community.**
- **Demonstrate all Fresh Future's values in daily practice, contributing to both inclusive service delivery and a positive, collaborative working culture within the charity.**

Knowledge, training and experience required

- Evidence of a good standard of numeracy and literacy
- RSA 11 word processing or ability to produce work to that standard
- NVQ Level 2 qualification in Business Administration or similar would be desirable
- Experience of using computer packages including word processing, databases, spreadsheets, and monitoring systems.
- Clerical/administrative experience in a busy office environment
- Prior experience in working with challenging clients from all backgrounds.
- COSHH training
- Food hygiene

Key personal characteristics

- A passion for working to support individuals, organisations and the wider community.

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- Ability to work independently to high level of accuracy and attention to detail and timescales.
- Ability to prioritise own workload, and work flexibly to achieve individual and team goals
- Ability to reflect on practice and identify or implement changes to support and improve individual or team efficiency and effectiveness
- High degree of honesty, integrity and confidentiality.
- Reflects the charity's values, which makes them non-judgemental, patient, positive, approachable, organised, efficient.