



## Job Description

**JOB TITLE:** Resource Centre Co-ordinator

**SCALE:** SCP 23-26

**LOCATION:** ERF and SLF (split to be agreed)

**DATE:** November 2018

**REPORTS TO:** Young People and Living Well Manager

**RESPONSIBLE FOR:**

- Resource Centre Facilitators
- Positive Impact Administrator
- IT Advisors
- Volunteers

### Job Purpose

- To provide senior administrative support to the Foyer resource centres (ERF and SLF) and wider Young People and Living Well Services team
- To be entrepreneurial and identify new opportunities to develop and sustain the Foyer businesses.
- To line manage identified members of Resource Centre staff.
- To deputise for the Young People and Living Well Manager in their absence.

### Key Valued Behaviours

The Valued Behaviours for all staff throughout the Association are attached separately.

### Key Areas of Responsibility

1. To co-ordinate and deliver administrative and general support to the Foyer Team and wider Young People and Living Well Services Team.
2. To sustain the financial viability of the Foyer Resource centres by seeking new opportunities to promote and develop the offer.
3. To manage the Resource Centre facilities including conference and meeting room bookings; long term rental of office space, co-ordination of IT training courses.
4. To develop and maintain awareness of local facilities and services that may complement or pose a risk to the Foyer offer including gathering stakeholder information and views.
5. To set and monitor budgets for the Resource Centres.
6. To write and submit funding applications in line with arising opportunities and service developments.

7. To develop and maintain positive relationships with funding bodies, stakeholders and partners.
8. To collate data and monitor performance of all areas of the business e.g. conferencing; commissioned and grant funded projects including co-ordinating reports and claims for on-going funding streams; and data for Foyer Federation Accreditation.
9. To take an active role in ensuring the health and safety of the building including risk assessments and fire tests.
10. To manage financial processes in accordance with Impact's policies and procedures including petty cash.
11. To promote both ERF and SLF, the offer and facilities in order to maximise customer use including website, leaflets and other marketing and promotional tools.
12. To support the development of new projects and initiatives that enhance the Foyers' offer and business.
13. To co-ordinate events to celebrate successes and raise the profile of the Foyers and our projects.
14. To lead by example in ensuring a high level of customer care for all customers using the Foyers.
15. To line manage Resource Centre staff (currently Resource Centre Facilitator and IT Advisors) in accordance with Impact's policies and procedures.
16. To co-ordinate and line manage volunteers in accordance with Impact's Volunteers policy and procedures.
17. To work evenings and weekends as and when required to meet the needs of the service.

### **General**

18. Ensure internal business processes are followed in line with IHA's policies, procedures and statutory requirements.
19. Ensure that all data protection requirements are met in accordance with IHA's policies, procedures and statutory requirements.
20. To attend and actively participate in team meetings (where appropriate), line managements, appraisals, training and Impact mandatory events. To be an active and effective member of the team.
21. To take a full and positive role in training courses as and when required, which may include responder First Aid training.

22. To undertake your duties in a manner that takes care of your own health & safety and that of others who may be affected.
23. To co-operate with Impact so that Impact can fulfil its duties under health & safety legislation.
24. To be familiar with all relevant health and safety requirements set out in Impact's Health and Safety policies and arrangements; in particular to co-operate with your manager in the risk assessment process and the implementation of relevant control measures.
25. To work flexibly and collaboratively with other staff and partners to ensure delivery of an excellent and seamless service. To work at all times to achieve the key requirements of Impact's Blueprint and Customer Offer, as appropriate.
26. To promote anti discriminatory and inclusive practices among team members.
27. To undertake all duties in accordance with Impact's Diversity Policy and all other relevant policies and procedures.
28. The Foyer is a continuously developing project within the Positive Impact Team. We encourage staff to work holistically across the Team to ensure we provide a service, which is responsive to our customer's needs. Under these terms you may be required to carry out other duties reasonably required by your line manager.

## PERSON SPECIFICATION FOR POSITIVE IMPACT RESOURCE CENTRE CO-ORDINATOR

REQUIREMENTS	ESSENTIAL DESIRABLE	METHOD OF IDENTIFICATION
<p><b>Practical &amp; Intellectual Skills</b></p> <ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills.</li> <li>• Computer literate with working knowledge of computer packages such as Word, Excel and Outlook.</li> <li>• Ability to prioritise work to meet deadlines and achieve goals whilst maintaining quality.</li> <li>• Ability to work flexibly under pressure without close supervision.</li> <li>• Knowledge of monitoring systems.</li> <li>• Ability to adapt to changes and respond quickly when new opportunities arise.</li> <li>• Ability to see the bigger picture and chase opportunities that may enhance the business.</li> </ul>	<p>Essential (1) Essential (2)</p> <p>Essential (3)</p> <p>Essential (4) Essential (5)</p> <p>Essential (6) Desirable (1)</p>	<p>Application Form/Interview Application Form/Interview</p> <p>Application Form/Interview</p> <p>Interview Application Form/Interview</p> <p>Interview Application Form/Interview</p>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• General administration experience.</li> <li>• A good understanding of budgets and financial systems.</li> <li>• Proven track record in securing external funding.</li> <li>• Experience of supervision and management.</li> <li>• Experience of working in a customer service environment.</li> <li>• Proven experience of working in partnership and maintaining positive relationships both internally and externally</li> <li>• Experience of working with complex funding arrangements</li> <li>• Experience of working with vulnerable customers and those with complex needs</li> </ul>	<p>Essential (7) Essential (8) Essential (9) Essential (10) Essential (11) Essential (12)</p> <p>Desirable (2)</p> <p>Desirable (3)</p>	<p>Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p><b>Education/Qualifications</b></p> <ul style="list-style-type: none"> <li>• Good standard of general education</li> </ul>	<p>Essential (13)</p>	<p>Application Form</p>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Ability to work flexible hours, to meet the peaks and troughs of the workload, including evenings/ weekends where necessary.</li> </ul>	<p>Essential (14)</p>	<p>Application Form/Interview</p>

REQUIREMENTS	ESSENTIAL DESIRABLE	METHOD OF IDENTIFICATION
<ul style="list-style-type: none"> <li>• Current valid driving licence and access to a car for business purposes</li> <li>• Ability to cover other sites within the Positive Impact service</li> </ul>	Essential (15) Desirable (4)	Application Form/Interview Application Form/Interview
<b>Valued Behaviours</b> <ul style="list-style-type: none"> <li>• See separate document attached</li> </ul>	Essential (16)	Interview

# Valued Behaviours

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## **Business Focus –**

- Ensuring we achieve VFM, efficiencies and source opportunities in our day to day activities
- Optimise the efficiency of your part of Impact's business within the social objectives of the wider organisation

## **Courageous -**

- Be passionate, optimistic and resilient in a fast changing environment
- Be proactive in driving change
- Have the confidence to assess and make decisions. Take calculated risks that will have a positive outcome for the business

## **Communication –**

- Have good listening, communication and people skills to enable you to interact, liaise, and negotiate effectively with teams across the organisation, internal and external partners. Sharing information widely (up, down and across)
- Listen to the opinions of others, and be clear and persuasive in communicating your own, appropriate to the organisational needs.
- Celebrate success

## **Develop your potential –**

- Have a focussed attitude, explore solutions to problems prior to escalating them
- Have a desire to keep learning whilst sharing knowledge and skills with colleagues. Seek out best practice internally and externally
- Actively develop yourself and support and enable others in their own development

## **Customer Focussed –**

- Have an adaptable style according to the needs of your customers and recognising customer service is vital to Impact's continued success - in line with the Customer is Key

# Valued Behaviours

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## **Accountability –**

- Be self-aware, acknowledging and assuming responsibility for individual actions
- Do what you commit to do within a timely manner and with a sense of urgency
- Hold others and yourself to account in a positive but challenging manner

## **Integrity –**

- Be able to cope with difficult situations and handle them well, conduct yourself with the utmost integrity and transparency
- Live the organisation's values and be a role model to others
- Be authentic in all dealings internally and externally

## **Collaborative –**

- Make a positive contribution to team culture with the ability to inspire and enable others.
- Develop the organisation's common purpose by effectively working with teams and partners.

## **Equality and Diversity -**

- Value people from all sections of the community and have an equitable approach to the rights and responsibilities of everyone.
- Recognise and respect the needs of everyone ensuring that no resident, customer or member of staff is discriminated against or receives less favourable treatment
- Maintain a proactive approach to diversity and communicate in a way that staff, contractors, volunteers and clients are fully aware of our commitments.

February 2017