

# JOB DESCRIPTION

# COORDINATOR OF SUPPORT SERVICES

**Job Title:** Coordinator of Support Services

**Location:** 11, Holmview Terrace, Omagh, Co. Tyrone, BT79 0AH

**Contract Duration:** Permanent contract subject to the successful completion of a 6-month probation period and the on-going availability of funds.

**Reports to:** General Manager

**Salary:** £25,250 - £28,280

**Pension:** A workplace pension scheme is in operation in accordance with Government Auto Enrolment Regulation NI 2012. The scheme is provided by Workers Pension Trust.

**Hours:** 37.5 hours per week

The satisfactory discharge of the duties associated with this post will require considerable flexibility on the part of the post holder. (See Personal Qualities)

**Annual Leave:** 23 days per annum plus 10 statutory holidays

**Role**: The Coordinator of Support Services will manage the day-to-day running of the Tara Centre, providing administrative and financial leadership in support of the General Manager and the Board of Directors. The Coordinator of Support Services is a member of the Centre’s Senior Management Team.

**The Coordinator of Support Services is responsible for:**

* Efficient running of the Centre, including appointments, room bookings and event planning. This requires the postholder to work closely with the wider Tara team;
* Identification of cost saving opportunities;
* Development and implementation of systems, policies and procedures appropriate to the Centre, recognising the importance of confidentiality. This includes ensuring that staff receive high quality training in relevant systems, policies and procedures;
* Coordination of the preparation of project proposals and budgets [in collaboration with Coordinator of Therapeutic Services];
* Administration of petty cash, and recording and lodging daily income;
* Coordination of the preparation of interim and final reports to funders [in collaboration with Coordinator of Therapeutic Services];
* Development and implementation of monitoring and evaluation systems in relation to services and workshops;
* Communication with funders as requested by the General Manager;
* Preparation of monthly management accounts for the Senior Management Team, the Board and the Finance Sub-Committee;
* Preparation for the annual audit and liaison with auditors as relevant;
* Regular coordination with the Treasurer;
* Implementation of the Action Plan in respect of support services;
* Maintaining keyholder records;
* Maintaining fixed assets register and implementation of a replacement plan for assets;
* Ensuring maintenance of premises; IT and communications systems;
* Implementation of Health and Safety Policy;
* Organisation of monthly staff meetings;
* Operation of suggestion boxes to receive ideas and feedback from the team and users of the Centre;
* Inductions covering support services;
* Identifying training needs and training opportunities for support staff;
* Lead recruitment of staff in Support Services;
* Providing administrative support to recruitment of staff in Therapeutic Services, and participating in interviews as required;
* Supervision of direct reports – Receptionist, Housekeeper; Caretakers and Projects Administrator;
* Performance management of direct reports;
* Supervision of social media activities;
* Act as an ambassador for the Tara Centre at all times, including attendance at key events;
* Registration of participants at events;
* Deputising for the General Manager when requested;
* Discharge such other duties within the competency of the post holder as may reasonably be required by the General Manager.

**This Job Description may be amended in the light of changing circumstances and may include other duties and responsibilities consistent with the post which will be determined by the General Manager in consultation with the post holder.**

**The Tara Centre has commissioned a Strategic Review of the Company and its services with a view to producing an updated 5-year Business Plan, (3yrs + 2yrs). As a result of this review, the responsibilities of the post may be revised.**

**PERSON SPECIFICATION**

**COORDINATOR OF SUPPORT SERVICES**

|  |  |  |
| --- | --- | --- |
| SECTION 1: The Essential Criteria in this section will be measured at the shortlisting stage of the recruitment process. They may also be further explored during the interview/selection stage. The Selection Panel reserves the right to utilise one or more of the Desirable Criteria in addition to the Essential Criteria for shortlisting and at interview. You should therefore make it clear on your application form whether or not you meet both the Essential Criteria and the Desirable Criteria. Failure to do so will result in your not being shortlisted. | | |
| **Factor** | Essential Criteria | Desirable Criteria |
| Qualifications | * A third level qualification in a relevant discipline, (e.g. Business, Finance, Communications, Human Resources). Relevant senior level experience may be considered in the absence of a third level qualification. | * Membership of a relevant professional body |
| Experience | * At least three years’ experience in managing people, finance and administration functions. * Experience of recruiting and managing staff and volunteers. | * Experience of working within the Voluntary/3rd Sector. |
| Other | * Full driving licence and the use of a car. |  |
| SECTION TWO | **The Essential Criteria in this section will be assessed at interview** | |
| Knowledge and understanding | * Understanding of and empathy for the Community and Voluntary Sector. * Knowledge and understanding of the Tara Centre’s vision, ethos and values. * Knowledge and understanding of HR processes e.g. staff recruitment and performance management. * Knowledge and experience of managing and formulating budgets, identifying variances and advising on and/or implementing remedial action. * Knowledge and experience of implementing a range of policies and procedures (operating under) in line with the requirements of Company Law and Charity Law, N.I. | * Previous experience working with Tara Centre’s funders |
| Skills | * A high level of computer literacy consistent with the duties of the post. * Ability to propose effective approaches to deliver high quality support services. * Commitment to and a proven track record of honouring the highest levels of confidentiality and discretion such as are implicitly required of all staff in this organisation, the nature of whose services sets a high premium on confidentiality. * Ability to produce accurate information with strong attention to detail. * Excellent organisational and time management skills. |  |
| Personal Qualities | * Awareness of and sensitivity to human vulnerability. * Availability and willingness to work flexible hours, including evenings and weekends, as required for the satisfactory level of responsibility inherent in the role, at a Centre which commits to being open the public for five days a week and on certain weekends. * Team player, who takes personal accountability and ensures the growth and development of other members of the team. |  |

02.06.22.