

Role: Organisational Support Officer

Hours: 15 hours per week (Mon-Fri with occasional Saturdays)

Salary: £22,414 FTE (increasing to £24,377 FTE from 01/04/2024)



The Mashamshire Community Office (MCO) is at the heart of Masham's community. Its purpose is to promote and deliver a broad range of services and activities that further the interests and prosperity of Masham and the wider community - residents, community organisations, businesses, and visitors. Our busy organisation provides a central hub for Tourist Information, plus vital advice and information to our community about a wide range of local services. We operate Masham's volunteer-run Community Library, provide booking and box office services for local venues and events, a home for Acorns Pre-School Nursery and a gallery for local artists. Our activities include organising training and events, running community projects and connecting people and businesses to the skills, services and activities they need. MCO receives some statutory funding but is dependent on its income generating activities and the support of volunteers to be sustainable.

The **Organisational Support Officer** role is responsible for capturing the impact of MCO's services as well as our customers' needs and experiences to help inform improvements to services enabling us to do more, better. The role involves gathering information, monitoring, evaluation and producing reports. The role will oversee the website and coordinate internal and external comms across our marketing channels working closely with a team of staff and volunteers. Other responsibilities include maintaining/improving IT systems & processes, providing support to others when required to ensure accurate reporting of data. This role requires someone who has an eye for detail, can work autonomously, is confident with IT and has excellent interpersonal skills. The post reports to the MCO Manager.

In this role you will help MCO to succeed by:

- Improving our understanding of customers' experiences and needs, helping us to develop services and evidence our impact so we can do more for residents and visitors.
- Connecting with our community to better understand and capture local need through consultation, feedback and research.
- Maintaining and improving how information is recorded, motivating staff, volunteers and customers to actively participate in monitoring and evaluation processes.
- Maintaining and updating MCO's internal contact databases and network of directories
- Supporting the MCO Manager to ensure good governance and GDPR compliance with IT equipment, electronic filing systems, internal structures, software and access.
- Overseeing the coordination of coherent messaging across all marketing platforms (internal and external) ensuring it is accurate, reliable, relevant and consistent (website, social media, e-newsletter, hard copy publications in line with MCO brand.
- Reviewing and updating published materials with support from volunteers such as the Service Directory, Health and Wellbeing booklet and MCO leaflets.
- Maintaining/updating the website with relevant copy, press releases and information.
- Providing supervision, training and support to staff, volunteers and placement students especially with IT software/equipment e.g. Microsoft 365, Hall Master (training provided).
- Regularly reporting to MCO Manager to ensure organisational objectives are delivered.
- Monitor Health and Safety to ensure safe working practices and report to MCO Manager
- Ensure compliance with all MCO financial recording procedures.
- Adhering to other policies and legal obligations as required.

The experience and skills that would help you are:

- Experience of implementing systems, processes and/or service improvements
- Great interpersonal and communication skills with excellent attention to detail
- Competent use of Microsoft packages and electronic filing systems
- Experience and confidence in electronic communications (email, websites, social media)
- Handling and recording payments for products and services
- General knowledge and awareness of Health and Safety issues and regulations
- Experience of providing training to others

You will be successful if you can demonstrate these key behaviours and competencies:

- A passion for making improvements and seeking positive change
- Organised, self-motivated, able to prioritise and work with minimal supervision
- Accurately and consistently record and report data and statistics
- Ability to work to tight deadlines
- Ability to monitor and update websites
- Motivate and inspire volunteers, communicating and working well as part of a team
- Demonstrate curiosity and interrogate sources of information
- Remain impartial, non-judgemental and confidential

