

Role description

Business & Project Support Officer – Community Lead Support

Reports to	Programme Lead - CLS
Hours and location	Full-time 35 hours, based from home with occasional presence at NDTi's office in Bath. Occasional UK-wide travel including attending team meetings usually held in Birmingham every few months. Flexible hours consider including part time / 4 days
Salary	From £24,272.00 per annum on commencement
Management responsibilities	The post holder has no direct line management responsibilities but may act as a mentor or buddy to colleagues
Benefits	30 days leave plus bank holidays, generous workplace pension scheme supportive and family-friendly approach to flexible working, access to learning and development and wellbeing perks

About NDTi

NDTi has been working with communities, government, health and social care professionals for 30 years to ensure that people with disabilities of all ages are given choice and control over their own lives.

Our organisation exists to make change happen by celebrating what's possible, supporting changemakers and building self-determination. Our work always focuses on wider life outcomes. We want everyone to enjoy the same life course and opportunities – education, paid work, a place of their own, fulfilling personal relationships and a chance to contribute to their communities.

Our vision



At the heart of everything we do is our belief in a society where **all people**, regardless of age or disability, **are valued** and able **to live the life they choose**. We believe that all people should have choice and control over their own lives, that their human rights be respected and that they are valued as equals.

Our vision is shared by our members, our people, our partners and the people who fund or commission our work.

Purpose of the role

As a member of the Business Support Team, the post holder will work closely with our leads and their teams to understand and support organisational and programme requirements across our diverse and exciting areas of interest.

The post holder will work closely with others to plan, anticipate and deliver high-quality support across a range of NDTi projects and work areas. They will pro-actively contribute to organisational life and maintain NDTi's reputation for excellence with our clients and stakeholder.

Success in the role

The person NDTi appoints to this role will:

Live our values - NDTi is built around a passion to improve the rights and lives of those who are often excluded from the opportunities in work, community and life that many take for granted.

You will share our values around rights and equalities, enable people with lived experience to be part of our work, and ensure that work is focused on really making a difference in people's lives.

Be proactive - Having the confidence, skill, knowledge and mindset needed to plan and anticipate changing support needs.

Be organised - Planning and balancing competing demands across work areas, ensuring systems, process and organisational needs and arrangements are consistently met, on time, and to a high standard.

Be flexible - Understanding and accommodating of changing priorities and being supportive of other team members commitments and capacity challenges.

Excellent time management - Maintaining a positive and constructive approach to all areas of responsibility and providing a first rate service for our team, our customers and our wider partners and stakeholders.

Build partnerships - Relationships are key. The person who is great in this role will build connections and generate positive working relationships with a wide range of people from different backgrounds and perspectives.

Key Activities

Project Support

- Liaise and work with leads with confidence, replying to external and internal queries where possible and escalating others as needed. Keep in regular contact with team members ensuring that they, alongside external stakeholders, understand the support the post holder can provide.
- Gather the necessary information to complete key contractual paperwork throughout the project lifecycle, including contract set up and the prompt receipt and processing of client contracts. Work with the Finance Manager and relevant lead to ensure that invoicing schedules and billing particulars are up to date, that client specific activity reporting is completed accurately, and NDTi's schedule for delivery is maintained.
- Liaise with staff and associates to ensure that invoices and timesheets are received on time and accurately reflect project work undertaken or goods and services procured.
- Assist leads to ensure project plans are up to date, communicating amendments and changes to the wider project team and ensuring any such changes are communicated to the client.
- Maintain a schedule of project outputs and work to ensure reports, events and other deliverables are planned and delivered on time, liaising with colleagues across other work areas where needed.
- Provide professional word-processing support, editing and formatting resources in a range of media ensuring they are complete, accurate, and branded in line with specific in- house and project requirements.
- Co-ordinate receipt of calls for possible new work, supporting the team by collating responses to tenders. Regularly review team member CVs and other resources, ensuring that the information presented when tendering for new work is up-to-date and tailored for specific needs/audiences.
- Keep an active log of actions, ensuring these are understood, followed up and completed.
- Actively seek out support and input from other colleagues and co-ordinate seamless provision of high-quality support during times of high demand, leave etc.
- Provide support to people with lived experience directly involved in our work, to claim funding and expenses, offering broader support where needed.

Events

- Plan, organise and effectively project manage regular events of (both online and residential) including at scale.
- Use existing and emerging technologies and established practices to set up and plan events, ensuring prompt co-ordination and confirmation of arrangements with venues, participants and presenters.
- Lead the process for delegate and stakeholder sign up, liaising with leads to ensure good representation and attendance levels are achieved. Work with the lead to ensure any specific requirements, for example, allocation of places and accessibility needs are managed and met.
- With the project coordinator, work to deliver the event on time and within budget. Keep leads updated, alerting them to potential overspend or other issues, such as take up/attendance levels that could impact the success of the event, as they arise.
- Take calls and enquiries, using knowledge of NDTi and our full range of programmes and projects to answer participants questions and queries.
- Prepare packs and other online and physical resources to a professional standard.

Team support

- Schedule regular discussions and other opportunities with leads to understand; emerging developments in work being delivered, issues and risks arising, upcoming commitments and to determine how the post holder can best assist and support.
- Ensure that routine work such as word processing, electronic filing etc. are undertaken to a high, professional standard, and in a timely manner.

Communications

- Actively update website and other source information about our team, our work, our events and our resources, ensuring they are up-to-date, and are in keeping with in house and project specific branding guidelines.
- Assist the Marketing and Communications Manager and wider team to connect with partners, stakeholders and groups with an interest in NDTi's work via online platforms.
- Encourage engagement activity across social media platforms that support programme development and delivery and raise NDTi's profile with existing or new audiences.
- Support project specific communications platforms and forums such as Basecamp, ensuring resources are updated and refreshed and that new invitations to join are sent to participants and key stakeholders.

Organisational Responsibilities

- To work proactively with colleagues and teams across NDTi.
- To contribute to organisational life at NDTi, participating in meetings and events.
- Ensure all NDTi systems and process requirements are followed, supporting business and financial operational management of NDTi.
- To adhere to all aspects of the Staff Handbook and relevant policies and procedures whilst working for NDTi.
- To contribute to the delivering of NDTi's current strategic priorities, aims and objectives.
- To promote and support an inclusive, welcoming and connected working environment. To have respect for colleagues from diverse backgrounds, supporting their views and opinions.
- To actively support any changes or new initiatives introduced by NDTi.
- To undertake any other reasonable requirements of NDTi in line with the purpose and spirit of this job description, as agreed with line manager

Community Led Support specific key responsibilities

- Organise and lead on the booking process and internal organisation of CLS Network workshops and other Network-wide meetings.
- To manage all CLS invoicing ensuring data from contracts is transferred to an invoice and ensuring invoices are logged within the database.
- Collect data in relation to attendance across the CLS sites at Network wide events and workshops and provide regular reports to Network members and CLS team members as required.
- Attend large gatherings in person, lead the setting up and liaison with the venue and provide the welcome and any support to participants to ensure they get the most out of the experience.
- Play a lead role in communications across the CLS programme including the use of social media platforms.
- Proactively lead and organise internal team meetings and systems to best support the delivery team.
- To lead on Sharepoint and Basecamp system support to the delivery team and the CLS Network.

- Provide support and oversight for the delivery team with financial and recording processes to across NDTi system requirements.

Our values

Our values bind us together in the pursuit of change that leads to better lives. Our values are worn on our sleeves, fiercely held, and demonstrated through our behaviours and the way in which everyone at NDTi individually and collectively operate.

As Business Project Support Officer you will ensure that all activity is delivered in line with NDTi's vision and purpose and that all actions reflect the values, spirit and intent of NDTi's mission.



- We drive inclusion enabling voice and opportunity for equal lives
- We are reliable keeping our word and acting with integrity and authenticity
- We are open and honest about what needs to change and how
- We act with humanity in our work and relationships with the people we work with and for
- We are curious pioneers always looking to creatively learn and improve
- We create impact contributing towards better lives in our communities

Person specification

Essential (e) and desirable (d) experience, personal attributes and core competencies for this role.

Experience

- Minimum of 2 years' office experience working in a similar, or higher level, administrative or business role (e)

Values and behaviours

- You will share our commitment, values and belief in [NDT's mission](#) (e)
- You will demonstrate, understand and apply our workplace values of driving inclusion, being reliable, open and honest, acting with humanity, and being curious. These are embedded in all roles and applicants must evidence their attitudes/behaviors as part of the application process (e)
- You will challenge behaviours and attitude that serve against NDT's values and inclusive culture (e)
- You may have personal experience of health or social services or being a family carer for someone with experience of using them (d)

Personal attributes

You will:

- **Be proactive** - Having the confidence, skill, knowledge and mindset needed to plan and anticipate changing support needs (e)
- **Be organised** - Planning and balancing competing demands across work areas, ensuring systems, process and organisational needs and arrangements are consistently met, on time, and to a high standard (e)
- **Be flexible** - Understanding and accommodating of changing priorities, and being supportive of other team members commitments and capacity challenges (e)
- **Excellent time management** - Maintaining a positive and constructive approach to all areas of responsibility and providing a first rate service for our team, our customers and our wider partners and stakeholders (e)
- **Build partnerships** - Relationships are key. The person who is great in this role will build connections and generate positive working relationships with a wide range of people from different backgrounds and perspectives (e)

Core competencies

Technical skills

- Intermediate to advanced knowledge of standard Microsoft Office applications particularly Excel (e)
- Confident with figures, calculations and able to interpret financial data from contracts and process invoices. (e)
- Commitment to embracing and learning new technologies that get the job done to a high standard and enhance internal and external communication (e)
- Ability to collate and analyse data and present information in accessible formats (e)
- Working knowledge of online platforms such as Office 365 (Teams, Forms, Planner) (e)
- Confidence in working with different creative software -preferably Canva (e)
- Experience of using websites, web site updating and social media in a business setting (e)
- Ability to communicate confidently with senior commissioners and customers including front facing at events. (e)

Standards and expectations

- Attention to detail – is accurate and consistent in their approach and work and produces documents and resources to a high, professional standard (e)
- Writing skills - the ability to write clearly and produce engaging resources using a range of media to share across different channels with diverse audiences (e)
- Verbal skills – can communicate clearly in a way that everyone understands(e)
- A team player – working well as part of a diverse team, encouraging contributions to your work and ideas from others (e)
- Able to frequently work on your own (remotely) being self-motivated and self-sufficient, whilst knowing when to seek help and support (e)
- Takes responsibility for own learning - constantly broadening knowledge and developing new skills (e)
- Able to get things done in a practical, most efficient way - working to agreed timescales and budgets, following best practice (e)
- Commitment to excellent service – actively seeking ways to improve the customer experience (e)