

June 2019

Dear Applicant,

Thank you for your interest in the post of **Development Support Officer**

In addition to this application pack, please find the following supporting documents on our website:

- Application Form (mandatory)
- Monitoring Form (mandatory)
- Guidance for Applicants
- METRO's Equal Opportunities Policy Statement

Please note that CVs will not be considered as part of your application, we will be short-listing from fully filled out application forms only.

The completed application form together with the Monitoring Form should be sent to arrive by no later than 9:00am on 5th July

- Preferably by email to recruitment@metrocharity.org.uk. If applying by email, you should include your **full name in the message title** and your email and attachments must not exceed 5MB in size.
- Or by post or hand to Human Resources Officer, METRO, N206 Vox Studios 1-45 Durham Street, London SE11 5JH

Interviews for this post are expected to take place week beginning **15 July**

For further information regarding this post please contact the line manager of the role Pauline O'Hare, Voice and Infrastructure Manager, via email in the first instance:
pauline@metrocharity.org.uk

We look forward to hearing from you.

Best wishes,



Greg Ussher
Chief Executive Officer

Development Support Officer

Job Description

General Information

Job title:	Development Support Officer
Salary:	£28, 950 (pro-rata)
Hours:	24.5 Hours a week
Responsible to:	Voice & Infrastructure Manager
Accountable to:	Director of Strategy
Job location:	Woolwich

Job Summary

METRO GAVS provides a strategic leadership role in representing the views of the sector. It seeks to enable, facilitate and promote models of excellence in the provision of services that support the delivery and development of voluntary & community organisations and those that work with them in Greenwich.

The post has 3 main roles:-

- To provide support to a portfolio of voluntary and community organisations, and develop their organisational and professional capacity, with the support of the Voice & Infrastructure Manager
- To provide support in implementing key outcomes for the METRO Community Domain Business Plan around equalities, diversity and participation, engagement and involvement
- To support the Voice and Infrastructure Manager to facilitate representation of voluntary and community organisations and improve communication between the

sector and key partners (including the Council, the NHS and the Metropolitan Police) to improve partnership working

Job Functions/ Responsibilities

- Assisting with the provision of a wide range of capacity building support and advice to Voluntary, Community and Faith Organisations, including sign posting for funding, and supporting ongoing needs
- Attending relevant meetings, taking minutes and keeping notes
- Gather, collate and analyse information from Voluntary Community and Faith Organisations via telephone , on-line surveys and other methods
- Support the provision of reporting around the nature of the VCS and other reports relevant to the post
- Handling and responding to queries from clients quickly, efficiently and accurately
- Building and maintaining effective professional relationships with internal and external Leaders, Staff and Trustees of organisations
- Working collaboratively with other team members to improve the capacity building and representational services provided by METRO GAVS and the efficient running of its services.
- Providing information and briefings on key issues and developments for VCOs
- Supporting at METRO GAVS VCO Forum, Trainings and Events.
- Facilitating presentations, workshops and representing METRO GAVS at events as required
- Updating local voluntary, community and faith organisations contact details, services and activities on METRO GAVS database

Other duties

1. Adhere to METRO policies and procedure at all times.
2. In line with METRO’s policy on Information Governance (IG), confidentiality and data handling you will be expected to undertake, pass and maintain the required IG modules as indicated by your line manager.
3. In line with METRO’s policy on Safeguarding, you will be expected to undertake, pass and maintain the required Safeguarding Training Modules as indicated by your line manager.
4. Attend regular supervision, and to undertake appropriate training as agreed. Maintain and update knowledge, skills and undertake continuing education in accordance with personal and service needs within a framework of a personal development plan.
5. Undertake any other appropriate duties as requested by the Manager. If these duties are extensive and of a higher job description scale, the terms and conditions of the post may be varied in negotiation with your line manager

Development Support Officer

Qualification, Knowledge & Experience	Skills and Abilities	Essential or Desirable	Application Form, Interview, Presentation
Educated to Degree Level or equivalent with Maths and English GCSE or equivalent		E	AF
	Experience of managing data and interpreting reports	E	AF
	Able to communicate effectively with a people in statutory agencies, voluntary organisations and a variety of people with different needs	E	AF
		E	AF & I

Flexibility regarding working hours to suit the needs of the VCS (occasional evenings /week-ends)	Ability to write correspondence and brief reports	E	AF & I
	Excellent team working skills	E	AF & I
	Ability to prioritise in a multi-task environment	E	AF & I
	Self-motivated & ability to work pro-actively and on own initiative	E	AF & I
		E	AF & I
Experience of organising events		E	AF & I
	Excellent problem solving skills	E	AF & I
	IT literate (MS Office, the Internet)	E	AF & I