



MAYOR OF LONDON



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3 August 2022

Dear Applicant

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

In this pack you will find:

- Job Description
- Person Specification

On our website you will find:

- Application Form
- Guidance Notes for Applicants
- Monitoring Form
- Our 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.

Your completed application form together with your completed monitoring form should be sent to arrive **no later than 5:00pm Friday 19 August** by email to recruitment@metrocharity.org.uk. Please include your full name in the message subject line. Your email including attachments must not exceed 5MB in size. We cannot accept applications by post at this time.

Interviews, likely held over Zoom, will take place in the **week beginning 5th September**.

For further information regarding this post please contact **Pauline O'Hare on 020 8305 5000 or by email pauline.ohare@metrocharity.org.uk**.

We look forward to hearing from you.

Best wishes

Andrew Evans, CEO

METRO Woolwich
1st Floor Equitable House
7 General Gordon Square
London
SE18 6FH

METRO Essex
Suite 1 Perception House
50B Duke Street
Chelmsford
CM1 1JA

METRO Gillingham
Long Catlis Road
Parkwood, Rainham
Gillingham
Kent
ME8 9PR

METRO GAD
The Forum at Greenwich
Trafalgar Road
London
SE10 9EQ

METRO New Cross
The Mulberry Centre
15 Amersham Vale
London
SE14 6LE

Job description

Key details

Job title	Community Support Officer
Employment status	Part-time 24.5 hours a week
Duration	Permanent
Salary/Wage	£27,363 [pro rata]
Hours	24.5 hours a week. Precise days to be agreed. Will be some evening working once or twice a month. This post would suit applicants looking for flexible, part-time work.
Line manager	Voice and Infrastructure Manager
Coordinated by	NA
Employer	METRO Charity (The Metro Centre Ltd)
Location	Main location of work is METRO Woolwich

Job outline

The Community Support Officer will provide business, organisational, and project administrative support to projects and managers within the Community Domain of METRO.

Programme

METRO's Community domain works to improve the lives of people by building the capacity and voice of the voluntary sector alongside one to one and group work with individuals.

Role

- 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 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
- To provide support in implementing key outcomes for the METRO Community Domain Business Plan

Main tasks

1. 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.
2. Attending relevant meetings, taking minutes and keeping notes.
3. Gather, update, collate and analyse information/contact details/activities from Voluntary Community and Faith Organisations via telephone, on-line surveys and other methods.
4. Support the provision of reporting around the nature of the VCS and other reports relevant to the post.
5. Handling and responding to queries from clients quickly, efficiently and accurately
6. Building and maintaining effective professional relationships with internal and external Leaders, Staff and Trustees of organisations.
7. Providing information and briefings on key issues and developments for VCOs.
8. Supporting METRO GAVS Voluntary Sector Forum, Trainings and Events.
9. Work as part of a team with others within the METRO GAVS service.
10. Facilitating presentations, workshops and representing METRO GAVS at events as required.

Other duties

1. Adhere to METRO policies and procedures 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. Ensure sensitive and confidential recording and handling of information in accordance with the Data Protection Act, GDPR regulations and METRO's Information Governance policies.
4. 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.
5. 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.
6. Undertake any other appropriate duties as requested by your 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.

Person specification

Knowledge & Experience	Skills & Abilities	Essential /Desirable	Application /Interview/ test
Maths and English GCSE or equivalent		E	AF
At least 2 years work experience or 4 years regular volunteering experience in a similar environment		E	AF
	Able to manage data and interpreting reports	E	AF/T
	Able to communicate effectively with a range of people in statutory agencies, voluntary organisations and a variety of people with different needs	E	AF & I
Flexibility regarding working hours to suit the needs of the VCS (occasional evenings /week-ends)		E	AF & I
	Able to write correspondence and brief reports E	E	AF & T
	Able to prioritise in a multi-task environment	E	AF & T
	Able to work pro-actively and on own initiative	E	AF & I
	Able to recruit and supervise volunteers	E	AF & I
Experience of organising events/ group work and activities		E	AF & I
Experience of problem solving		E	AF & I
	IT literate (MS Office, video conference programs e.g. Zoom, database usage, the Internet)	E	AF & T
Knowledge of current social care policy and practice and how this affects the most vulnerable in society		D	AF & I
	Able to work as part of a team	E	AF & I