

## Recruitment pack: Business Support Officer

### 1. About GNWCAB

Glasgow North West Citizens Advice Bureau (GNWCAB) is an independent charity founded in 1981.

Our mission is to end poverty and inequality by ensuring that people from all backgrounds are empowered through access to advice and support that helps them affect positive change in their lives and the lives of those around them.

We specialise in providing free, impartial and confidential information and advice services on issues ranging from debt, benefits, and welfare rights to consumer rights, energy and immigration as examples. We are accredited to Scottish National Standards in Information and Advice Giving and all information and advice we give is compliant with standards set by the Scottish Government and our membership body, Citizens' Advice Scotland. Our services are available to everyone in our local communities, and we aim to make them as accessible as possible by promoting equality and diversity, and challenging discrimination.

We offer client led multi-channel advice and provide true channel choice as clients can access the support they need in person at our bureau premises at 1455 Maryhill Road or via phone, email and webchat. We also operate extensive outreach services in community locations, GP surgeries and schools, providing advice and information in local communities across North West Glasgow.

Our Bureau is one of the most progressive and dynamic advice and information services in the country. We proudly deliver a combination of local, Glasgow wide and national projects in partnership with charitable, statutory and corporate organisations. GNWCAB is made up of dedicated volunteers, 28 staff members, and an experienced board of trustees. Collectively, the team has expertise in many areas relevant to our work, including welfare rights, debt and money advice, immigration and asylum, and languages.

### 2. About the job

GNWCAB benefits from an excellent reputation in driving change and improving the lives of local people. We are looking for someone to join our motivated team to make positive contributions and achieve results in a fast paced, ever changing environment where no two days are the same. We pride ourselves in getting things done and would welcome a colleague with a similar mindset. We are a close knit, supportive team who value an inclusive, supportive workplace where people are treated with dignity and respect.

GNWCAB's Board of Trustees is currently developing a new business plan with our CEO. As part of a restructure to support our ambitions, an opportunity exists for a Business Support Officer to join our fast-paced team.

The Business Support Officer will be responsible for providing key support functions that ensure our operation runs smoothly and efficiently while complying with all of our regulatory obligations. They will work closely with the CEO and management team to deliver a range of activities that add value to the organisation while contributing to an environment where people are provided with the tools to carry out their role in a supported way.

A cornerstone of the management team, they will support GNWCAB to deliver the service in line with our policies and procedures as well as monitoring and governance requirements. Working with a degree of autonomy and flexibility, they will help support GNWCAB to achieve its objectives with enthusiasm and commitment while enjoying being part of a fast paced environment.

### **3. Scope & job description**

Regular duties of the role will include but are not restricted to the following:

#### Governance

- Supporting issue of all relevant papers to members of the Board
- Sending meeting invites and monitoring responses for apologies
- Set up space for events
- Attend all meetings and take minutes
- Maintain action log
- Supporting recruitment and trustee onboarding
- Adding new trustees to companies house as directors
- Responding to queries from trustees
- Maintaining trustee details and register of interest
- Maintaining schedule of meetings and annual AGMs including refreshments and awards as needed
- Work with management team to compile KPI scorecard

#### Finance & Payroll

- In consultation with Finance Manager prepare accurate payroll information including pay and absence adjustments to ensure payroll is processed accurately and timeously.
- Process HMRC and pension contributions
- Provide all payroll information to staff in a timely manner.
- Maintain Travel and Petty Cash Floats ensuring compliance with current accounting practice.
- Conduct weekly reconciliation of Travel & Petty Cashes and resolving any differences quickly and accurately.
- Manage the bureaus Finance emails, prioritising and actioning in a timely manner.
- Ensure that the Fixture & Fittings and Computer & IT Software inventories are kept up to date.
- Supporting external financial audit
- Procure products and services in line with finance policy

#### HR Support

- Maintain accurate records of staff illness/absence in BREATHE.
- Support Finance Manager in administration of annual leave entitlement
- Responsible for setting up and maintaining all personnel files including issuing starter forms and co-ordinating new start packs.
- Assist in the administrative process for all recruitment including interview co-ordination, preparing offers, obtaining references, checking right to work and issuing contracts.
- Ensure the HR Information System BREATHE is up to date and accurately reflects current staff conditions and details.
- Support with the induction process, including preparation of employment forms and employment contracts for signature by the CEO.

#### Training & Development

- Maintain records for all bureau training & events together with individual training and CPD records for each staff member including Trustees
- Provide admin support in terms of annual appraisal cycle.

### Compliance

- Ensuring a register is kept of all governance and operational policies, and all board instructions
- Ensure GDPR requirements are met for all staff and financial records
- Ensuring all certificates including ICO, insurance etc. are up to date and displayed
- Diarising and organising contract renewals
- Supporting with organisational audit and SNS accreditation
- Oversee data retention including archived documents
- Progress the Health & Safety action plan

### General Admin Duties

- Carry out general administration tasks for the Management Team
- Adhere to the CAB’s GDPR Policy and Procedure and ensure private and confidential data is kept secure and disposed of in the appropriate manner.
- Compiling, maintaining and creating databases and spreadsheets for both statistical and administrative purposes.

### Other duties and responsibilities

- Carry out any other tasks which may be within the scope of the post to ensure the effective delivery and development of the service
- The Business Support Officer will be required to work occasional evenings and weekends to attend Governance events

## 4. Terms and conditions

<b>Reporting to:</b>	Chief Executive Officer
<b>Hours:</b>	32 hours over 4 day working week, hybrid working, active flexible working policy Part time/job share may be considered Some evening and weekend working required occasionally
<b>Salary:</b>	<b>£21,500 to £26,237</b>
<b>Location:</b>	GNWCAB, 1455 Maryhill Road, Glasgow, G20 9JA
<b>Holidays:</b>	25 annual leave days plus 10 public holidays (office closures) per year
<b>Pension:</b>	6% employer’s contribution pension

## 5. Person Specification

Business Support Officer – Person Spec		
	Essential	Desirable
<b>Qualifications Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Minimum 3 years work experience.</li> <li>• Strong administrative and organisational skills</li> <li>• Experience in maintaining petty cash account</li> <li>• Experience in financial processing.</li> <li>• Previous HR Administration experience</li> <li>• Maintaining accurate records and experience in banking handling, cash and cheques</li> <li>• Understanding of HR processes</li> <li>• Understanding of payroll processes</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of vocational training/qualification</li> <li>• Experience in book keeping/financial accounts</li> <li>• Experience of working with databases or HR Information Systems (e.g. BREATHE) will be advantageous.</li> <li>• Previous experience in use of financial computer packages – Liberty Accounts.</li> <li>• Understanding of charity governance</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Strong organisation skills with the ability to prioritise key tasks effectively and attention to detail.</li> <li>• Excellent record keeping skills</li> <li>• Proficiency in use of computer packages – , Accounts, Payroll, Excel, Word, Outlook.</li> <li>• Accuracy and attention to detail is critical for success in this role.</li> <li>• Excellent communication skills</li> <li>• Ability to work to tight deadlines and respond quickly to new demands.</li> <li>• Ability to work as part of a team with excellent interpersonal skills and ability to communicate effectively at all levels.</li> <li>• Ability to produce reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of the social needs of local communities and services provided by the voluntary sector</li> <li>▪ An innovator who likes the challenge of developing and implementing new approaches</li> <li>▪ Ability to produce financial reports accurately using a wide range of tools</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• A high level of integrity and the ability to be discrete and ensure a confidential approach</li> </ul>	

	<p>to sensitive matters is a prerequisite for the role.</p> <ul style="list-style-type: none"> <li>• Maintains high professional standards along with a strong customer service ethos.</li> <li>• Maintains a can-do attitude and demonstrates flexibility and adaptability.</li> <li>• Is curious and shows a keen desire to learn and develop.</li> <li>• Demonstrates initiative and acts upon opportunities for improvement.</li> <li>• Commitment to the aims and principles of CAB service</li> </ul>	
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## 6. How to apply

Please send your current CV and a cover letter (no more than 3 A4 pages) outlining how your skills and experience match the job description, and how you meet the person specification by email to: [victoria.clark@gnwcab.org.uk](mailto:victoria.clark@gnwcab.org.uk) by **5pm on Thursday 28<sup>th</sup> September 2023**.

Interviews will be held on **w/b 2nd October**, with second interviews possible the following week. If you wish to discuss any aspect of the role, please contact Alana Forsyth, on 0141 948 0204 or email [alana.forsyth@gnwcab.org.uk](mailto:alana.forsyth@gnwcab.org.uk)