

**We need do-ers and give-it-a-goers
to help us Prepare Better Futures to
even more Young People.**



Operations and Support Coordinator

Permanent, Full Time

Applicant Information Pack



Hello, it's you we're looking for.

As our Operations and Support Coordinator, you will be pro-actively helping the County Leadership Team, Board of Trustees, and wider team members to achieve our ambitious plans for Merseyside.

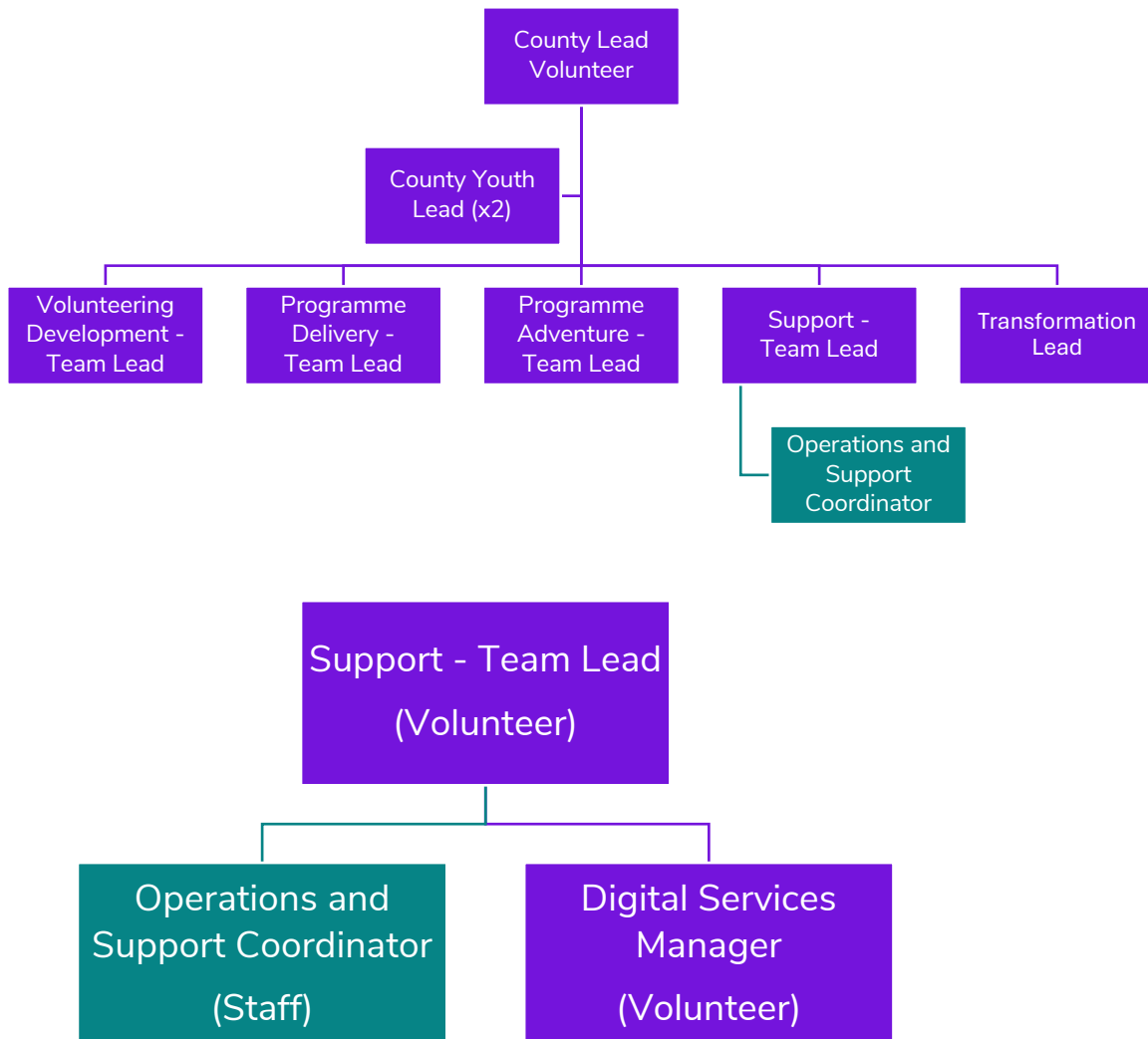
You'll provide practical hands-on support for some of our larger programme events, as well as providing a comprehensive behind the scenes support function.

You will work closely with our County Leadership Team and be a key player in our County Support Team, but you'll get the opportunity to engage with all our teams, and adult volunteers from across Merseyside.

You'll be helping us Prepare Better Futures for Young People, but what else is in it for you?

- Work with an enthusiastic leadership team who really believe in what we're achieving
- 28 Days annual leave, plus public holidays, and you don't even need to go camping
- Christmas office closure, that's our gift to you
- Plenty of opportunity for learning and development
- Ability to work from our amazing 80-acre woodland adventure centre, meaning you've got some of the best lunchtime walks
- Flexible working policies, meaning you can work from our County Office, home, or Tawd Vale Adventure Centre, getting the best of all worlds.

How we're structured.



About the role:

Operations and Support Coordinator

Responsible to:	County Team Lead - Support
Team:	County Support Team
Base Location:	Home Based within Liverpool City Region, ability to work from Tawd Vale Adventure Centre
Term:	Permanent, Full time
Salary:	£25,000 to £30,000 per annum
Hours:	35 hours per week (including some evenings and weekends)
Internal Relationships:	County Leadership Team, Support Team, Volunteering Development Team, Programme Delivery Team, Programme Adventure Team, Board of Trustees, Tawd Vale Adventure Centre Sub-Team.
External Relationships:	Equivalent staff in organisations from the wider voluntary/ third sector; suppliers and contractors for services, trustees.
Regulated Role:	Yes – an enhanced DBS check is to be completed as per The Scout Associations Policies.

The above list is for guidance only, and not intended to provide a full list of all contacts the role will engage with.

Key Accountabilities

Financial

- To control the receipt, logging, and authorisation of invoices & expenses via digital tools, to ensure the County has up to date records of payments and costs.
- To manage the payment of invoices, once authorised, through the digital system, engaging volunteers to authorise payments as necessary, to ensure our payments are accurate and timely.

Administrative

- To receive, manage, and process the bookings for Tawd Vale Adventure Centre, including the raising of invoices and following up with customers to chase outstanding payments.
- Provide general administrative support, including diary management to County Team members, enabling them to be more effective in their role leading Merseyside Scouts.
- To assist with the organising 'large events' including handling orders, venue enquiries, and participant payments to ensure our large events are run efficiently and safely.

- To assist with the coordination of adult good service awards, as well as assisting with adult recognition events such as our Summer Social and other regular touch points.
- Be a key point of contact in our County Office to our 2,500+ Adult Volunteers who wish to raise questions or ask for help from the County team, prioritising queries using digital tools, and signposting Adult Volunteers to appropriate tools and support mechanisms both locally and nationally.
- Provide liaison between HQ and County Volunteers, as needed, to help to stream line and validate requests for information to and/or from HQ.

General Accountabilities

- To contribute to the success of Merseyside Scouts, enabling us to deliver our aims and objectives, maintaining a flexible and positive attitude
- To reflect the values of The Scouts, and accept the fundamentals of The Scout Movement
- To adhere to The Scouts Safety Policy, and the Policy, Organisation and Rules of The Scouts, and to adhere to any relevant health and safety policies, procedures, and rules of Merseyside Scouts
- To adhere to the Yellow Card, and undertake mandatory safeguarding and safety training as required
- To observe a duty of care to all visitors, volunteers, staff, and contractors to Merseyside Scouts

About you

Attributes	Description	Essential / Desirable	How it's Measured
Training & Qualifications	1. L3 Business Administration, or equivalent workplace experience	E	A and I
Experience	1. Demonstrable experience of diary management of large executive teams	E	A and I
	2. Significant experience of accounts payable and associated processes	E	
	3. Demonstrable experience in using accounting software/ electronic systems	E	
	4. Demonstrable experience of supporting managers, executives, trustees in a business support role	E	
	5. Extensive administration skills including use of Microsoft packages	E	

	6. Understanding of the unique challenges of working in the voluntary / third sector 7. Experience in working with Young People and/or Vulnerable Adults 8. Experience of working or volunteering with The Scouts, Girl Guides UK or similar large youth movement	D D D	
Skills & Knowledge	1. Exceptional attention to detail 2. Excellent written and oral communication skills 3. Ability to communicate with stakeholders at varying levels 4. Ability to build and maintain excellent working relationships both internally and externally 5. Ability to plan, manage, and monitor your own workplace and time 6. Ability to work in a safe manner, safeguarding themselves and others	E E E E E E	A and I
Key Personal Attributes	1. Excellent interpersonal skills 2. Self-starter 3. Flexible approach 4. Ability to work as part of a team and promote good teamwork 5. Resourceful, energetic and enthusiastic about the role, Merseyside Scouts and Skills For Life	E E E E E	A and I

- E – Essential Criteria
 D – Desirable Criteria
 A – Application
 I – Interview