

# Bristol Drugs Project

## Job Description: Support Services Worker - IT & HR

### 1 Job Purpose

Support Services Workers are based within BDP's Support Services team and have the responsibility for delivering quality support to the rest of the organisation.

The principal accountabilities relate to:

- HR Duties
- IT and Technology
- Expenses

Support Services Workers work collaboratively to ensure the smooth running of core Support Services functions which underpin the effectiveness of BDP's day-to-day work.

Support Services Workers are part of a small team which has team working, flexibility and a 'can do' attitude at its heart. Problem solving is a key skill for this post – both taking the initiative to avert potential problems and to identify and implement solutions.

Microsoft Word, Excel and PowerPoint are used on a daily basis with often complex spreadsheets and formatting of documents.

Accountable to the Chief Executive, through the Data Quality & Support Services Manager.

Supervised by the Data Quality & Support Services Manager.

### 2 Principal Accountabilities

BDP is continually changing, the Support Services Team, in turn, is changing to meet the needs of the organisation. The detailed duties listed below are likely to change.

#### 2.1 General

- 2.1.1 This job involves the holder in working in close collaboration with the Data Quality & Support Services Manager, with specific interest in advising on potential or actual issues, sharing tasks and working to a brief.
- 2.1.2 A primary responsibility of the role is to 'ensure things happen', which requires the person to be involved/engaged in the Agency. There is an important 'chasing' component, both with our own staff and management and with outside organisations.

- 2.1.3 The role requires the occupant to be proactive in either responding to issues as they arise, but better, to introduce appropriate processes to forestall problems and improve efficiency.
- 2.1.4 A high level of organisational skills are required to manage not only the individual's own workload but also keeping track of the associated tasks with others, whether in the organisation or outside - a very methodical/systematic approach is essential.
- 2.1.5 The role will involve a large element of working with others for which excellent interpersonal skills will be required. Good coaching skills are essential.
- 2.1.6 This role requires a high level of confidentiality, concerning clients, staff, volunteers and the agency.

## **2.2 HR Duties**

- 2.2.1 Maintenance of HR files and electronic HR systems including IRIS. Responsible for producing routine reports using HR systems IRIS.
- 2.2.2 Responsible for ensuring that all of the elements of the 'Starter', 'Job Change' and 'Leavers' processes are properly completed and in a timely manner.
- 2.2.3 To continually update all aspects of HR.

## **2.3 IT and Technology**

- 2.3.1 To assist in the IT training/coaching in the Agency.
- 2.3.2 Assist the Data Quality & Support Services Manager with training for staff and volunteers as users of the confidential client system.
- 2.3.3 Assisting users to better use the IT tools in the organisation.
- 2.3.4 To be responsible for dealing with any minor IT faults/queries.
- 2.3.5 To be conversant in the use of IT equipment etc. including multimedia projectors.
- 2.3.6 To resolve minor issues with the telephones.
- 2.3.7 To produce PowerPoint presentations for internal and external use.

## **2.4 Expenses and Petty Cash**

- 2.4.1 To assist and process monthly expenses.
- 2.4.2 To process 80 - 100 staff and volunteer travel expense claim forms and associated administration.
- 2.4.3 To assist with adhoc petty cash needs.

## **2.5 Documentation**

- 2.5.1 Manage the agency wide electronic files in the agency, including revision control, e.g. Forms, Policies, Procedures and Processes.
- 2.5.2 To circulate Council of Management meeting mail on a regular basis, including agenda, minutes and associated papers and to include word processing.
- 2.5.3 To be responsible for writing minutes, confidential reports, funding applications, timetables, creating forms, formatting documents e.g. processes, procedures and policies.
- 2.5.4 To assist in maintaining and developing a range of filing systems, including the Administration filing and CEO's filing system.
- 2.5.5 To be responsible for dealing with appropriate correspondence and photocopying.

## **2.6 Suppliers**

- 2.6.1 To assist the Data Quality & Support Services Manager in liaising with suppliers to purchase supplies and resolve faults and problems with supplied equipment
- 2.6.2 Liaise with advertising agencies regarding the final copy for staff recruitment

## **2.7 Events and Publicity**

- 2.7.1 To assist with organisation and delivery of events/meetings.
- 2.7.2 Assist with sending out publicity mailing etc.

## **2.8 Accommodation, Health and Safety and Fire Precautions**

- 2.8.1 To be aware of Health and Safety hazards as they arise and, in collaboration with the Data Quality & Support Services Manager take action to rectify any issues promptly, as they occur.
- 2.8.2 To be a fire assistant with the main role of checking the building is clear of people during a fire alarm.
- 2.8.3 Room bookings both on BDP and Third Party premises.

## **2.9 General Duties**

- 2.9.1 To provide general day-to-day support and advice to other Support Services and Agency staff.
- 2.9.2 To attend team and other meetings, as directed.
- 2.9.3 To undertake general office work.

- 2.9.4 To cover provision of publicity material, as and when required.
- 2.9.5 After reasonable consultation, to undertake any other task which is necessary, if called to do so by the Council of Management.

## **2.10 Dimensions**

### **2.10.1 Health and Safety**

To take all reasonable steps to comply with the Health & Safety at Work Policy and Fire Precautions

### **2.10.2 Finance**

To make purchases within the agreed policies and procedures.

### **2.10.3 Staffing**

Working within a team and with volunteers, as appropriate. Close and joint work is required with other Support Services Staff.

### **2.10.4 Equal opportunities**

To work within the framework and spirit of BDP's Equalities Policy and Code of Practice and to engage actively in promoting the policy within the organisation, and in all dealings with other agencies.

### **2.10.5 Environment**

2.10.6 The work is largely office based.

2.10.7 Very accessible to all staff and volunteers.

### **2.10.8 Technology**

High level of involvement with computer equipment and use of general office equipment including photocopier, fax, telephone system etc.

### **2.10.9 Supervisory Responsibilities**

None.

## **3 Context**

### **3.1 Key Contacts**

3.1.1 Inside the agency: all staff and volunteers and members of the Council of Management.

3.1.2 Outside the agency: suppliers, including: computer support, recycling companies, telecommunications company, photocopier support, job applicants and prospective volunteers.

## **4 Scope for Impact**

- 4.1 **Decisions that can only be made with reference to line management.**  
Policy changes; anything with financial implications; representing the agency to the media or other organisations; initiating ordering new supplies.
- 4.2 **Decisions that can be made without reference to line management.**  
Tasks as delegated

## **5 Special Notes or Conditions**

None

## **6 Terms and Conditions of Contract**

**Salary:** £20,208

**Holiday:** 27 days per annum plus statutory holidays.

**Hours of Work:** 37.5 hours per week, Monday to Friday 8:30am to 5:30pm

**Place of Work:** Based in Brunswick Square, Bristol.

## **7 Person Specification**

**The essential criteria for this post include:**

### **7.1 Interpersonal and Organisational Skills**

- 7.1.1 Excellent Interpersonal Skills
- 7.1.2 Team working experience
- 7.1.3 Track record of successful involvement in change process
- 7.1.4 Excellent personal management skills
- 7.1.5 Effective coaching experience
- 7.1.6 Problem solving skills
- 7.1.7 A commitment to BDP's Equalities Policy and Code of Practice

### **8.1 Technology**

- 8.1.1 Thorough knowledge of Microsoft Office, e.g. production of Multi Media PowerPoint presentations, wide range of Word skills, the wider capabilities of Outlook
- 8.1.2 Able to deliver first line support for IT and other Office Equipment, e.g. telephone, photocopier, multimedia projector and fax machines

### **8.2 Confidentiality**

- 8.2.1 A clear understanding of Data Protection and how it applies to our environment.

**Desirable criteria for the post include:**

### **8.2 First Aider**

Willingness to be a First Aider would be an advantage,  
A full external training course will be provided.

### **8.3 Networking**

Experience in IT Networks

#### **Revision Control**

<b>Version</b>	<b>Date</b>	<b>Author</b>
1.0	Jan-03	AMJ
2.0	Jan-04	
3.0	May-04	MT
4.0	Jan-06	KW
5.0	May-08	DB