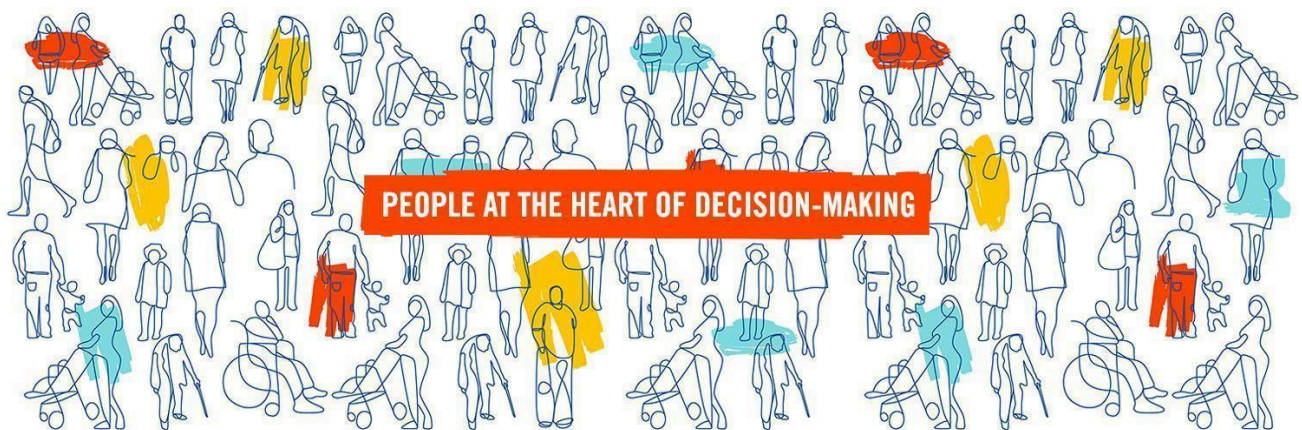




Support Services Administrator (team support)

Job Description



Key information about the role

SALARY BAND:

£27,617 - £30,733 pro-rata

LOCATION:

Flexible. Must be comfortable with committing to regular travel both for project work and Involve team activities. Must be able to travel across the UK.

HOURS:

0.60 FTE Part time – 24 hours per week

01. About Involve

We're the UK's leading public participation charity, and we want to build a more vibrant democracy, with people at the heart of decision-making.

Since 2003, we have been working with governments, parliaments, civil society, academics and the public to create and deliver new forms of public participation that re-vitalise democracy and improve decision-making.

We are realistic about the challenges faced by democracy, but optimistic about how to overcome them. We are committed to ensuring our democracies are vibrant and fit for the future by putting people at the heart of decision-making.

We work across the UK and internationally, with offices in London and Belfast.

02. What we do

Our mission is to develop, support and campaign for new ways of involving people in the decisions that affect their lives.

We need to make important choices as a society, but our democracy isn't working as it should. Decision-makers are struggling to get things done. The public are frustrated the system isn't working for them. And everywhere people are feeling divided, distrustful and powerless.

Our work is focused in three areas:

- **Making the case** – We demonstrate that participation and deliberation are essential features for a healthy modern democracy. We work towards ensuring that those in positions of power and influence see them as good ways to tackle our most difficult issues. [Check out our latest thinking.](#)
- **Embedding change** – We work with public servants and practitioners to build their capacity to work with participatory and deliberative practice. We develop the body of training, evidence, principles and standards that can help them. [Check out our resources.](#)
- **Pioneering practice** – We encourage the use and uptake of participatory and deliberative processes. We promote continuous learning and innovation to improve democracy to deliver lasting solutions in key policy areas. [Check out our practical projects.](#)

Find out more about our work: www.involve.org.uk/our-work/

Our values

- **Collaboration** – because change comes when broad coalitions of people work towards a common vision;
- **Equality** – because everyone in society has an equal right to be listened to and participate in decisions that affect their lives. No one should be held back by societal divisions or prejudice;

- **Independence** - because we are committed to the integrity and impartiality of participatory and deliberative processes;
- **Purpose** – because participation must have an impact. We reject tokenistic or ineffectual engagement;
- **Quality** - because effective participation requires time, attention and commitment.

03. About the role

Involve is right at the forefront of changing our democracy for the better. Combining innovative, high-quality practice with making a clear case for a democracy fit for the 21st century, we are showing exactly what our democratic future holds.

We are a growing team, with 25 team members based all over the UK, and a larger group of Associate freelancers who help us deliver our work.

Our team's daily work includes running processes - such as deliberative workshops, training courses, community conversations, Citizens' Assemblies, and a great deal more. These can be face to face, hybrid, or online, and often involve bringing together different groups from within the public with stakeholders from across government, business and civil society. We also communicate about what we do, and raise awareness with the public and decision-makers. The aim of it all is to build a vibrant democracy, where people are at the heart of decision-making.

As the Support Services Administrator you will play a key role in our team. You'll help take Involve to the next level as a well-functioning, efficient organisation where we can get the best out of our working lives, supported by the best systems possible. You will be accountable to the Director of Finance and Support Services, and will work closely with colleagues at all levels of the organisation. You will contribute to the smooth running of our support services team's work including:

- Creation and support in the development of internal policies and procedures to support a well-functioning organisation, and help the team to ensure regular processes are smoothly completed.
- Providing administrative support to the Support Services team, including setting up new system for managing organisational support requests.
- Supporting our project teams with booking of venues, travel and accommodation and catering for our deliberative processes

04. Key responsibilities

Key responsibilities will include:

Operations Support

- Support internal procedures to enable a well-functioning organisation, and help the team to ensure regular processes are smoothly completed.
- Administrative support – management of our general enquiries inbox, co-ordination of telephone rota, ordering of office supplies, etc, liaising with suppliers. Reviewing staff expenses claims.
- Administrative support for management of IT systems including access requests and password resets
- Liaison with and support for the management of our Associates, ensuring contract documentation is in place and records of deployment are accurate and up to date in the contact database.
- Support in keeping Involve's CRM database up to date
- Support the planning and organisation of quarterly whole team and function team away days, including the booking and co-ordination of travel, accommodation and venues.
- Support the effective management and implementation of our human resources policies and procedures, assisting the senior team and external human resources specialists.
- Ensuring all team members complete their monthly time recording.

Project delivery support

- Supporting our project teams with booking of venues, travel and accommodation and catering for our deliberative processes
- Providing administrative and/or technical support for internal and external events, for example providing Zoom support in meetings.
- Taking and circulating notes from meetings and events, both as part of specific projects and beyond this.

Contributing to all-team activities

- Contributing to organisational development projects.
- Participating in team meetings, strategy and away-days. Complying with core Involve procedures and policies, such as time recording and leave records.
- Other relevant duties may be undertaken as agreed with the line manager.

Essential competencies

IT & Data

- Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data. Examples include MS Office or equivalent packages.
- Experience in the use of CRM databases, able to record information and produce basic data analysis where required.

Record and document production

- Maintains records and files, handles confidential information in compliance with the organisation's procedures
- Able to produce and maintain organisational policies and procedures, based on relevant expertise gathered from others and with support from senior colleagues.

Planning and organisation

- Makes suggestions for improvements to working practice, showing understanding of implications beyond the immediate environment (e.g. impact on members, stakeholders, other parts of the organisation).
- Takes responsibility for logistics e.g. travel, event booking and accommodation.
- Works in a systematic and well organised manner, using own knowledge to deliver on time and to a high standard. Takes responsibility for own work, keeps manager informed on how the work is progressing, and identifies the right moments for managing up.
- Thorough, diligent and attentive to detail. Maintains financial and support systems and follows procedures carefully. Able to self-correct and reliably flag areas where quality assurance and feedback from others is required.

Values Driven and People Focussed

- Committed to Involve's mission.
- Builds positive relationships with team and line managers.
- Personable and able to engage with senior stakeholders inside and outside the organisation, able to act as first point of contact for external stakeholders.
- Responds positively to feedback and proactively seeks to improve performance.
- Completes tasks to a high standard. Demonstrates the necessary level of expertise required to complete tasks and applies themselves to continuously improve their work.

Desirable competencies

- Any experience of, or knowledge about, deliberative democracy, public engagement, and the processes that we run at Involve.
- Experience of supporting the administration and implementation of IT systems

06. Pay, location and benefits

Job Title:	Support Services Administrator
Pay band:	£27,617 - £30,733 pro-rata
Hours:	0.60 FTE Part time – 24 hours per week
Start date:	As soon as possible
Location:	Flexible. Must be comfortable with committing to regular travel both for project work and Involve team activities. Must be able to travel across the UK.
Reporting to:	Director of Finance and Support Services

All staff get 25 days annual leave pro rata, in addition to bank holidays, plus the period between Christmas Day and New Years Day.

We're actively building a diverse team and welcome applications from everyone. But simply having a diverse workforce is not enough. We aim to build an inclusive environment, where everyone can contribute their best work and develop to their full potential. We celebrate our differences, and recognise the importance of teams reflecting the communities they work with.

We can make reasonable adjustments to our interview process, and to working arrangements, according to your needs. And we offer a wholly flexible working environment; you can adjust your hours to suit your personal circumstances.

The following benefits are available to staff:

- Workplace pension with employer contribution of 5%;
- Employee Assistance Programme
Phone/data allowance of £13.50 per month;
- Enhanced maternity and paternity leave packages for qualifying employees.