



WE'RE HIRING.

ABOUT THE ORGANISATION

The Exchange Creative Community CIC is rebranding as the Good Things Collective CIC. We are an ambitious, creative and community-led organisation based in Morecambe; born of a love for the area and the people in it. We are committed to working collectively and collaboratively with our community to better support the good things that are happening and encourage even more.

In order to do this - we are focusing on working to implement sustainable solutions that will provide our creative and socially minded community with better access to the spaces, stuff and skills that it needs to thrive. Our current focus is on the redevelopment of Centenary House, a former Coop Department Store, as a new creative community enterprise hub. A base for the Good Things Collective and all our projects, that will also provide a supportive infrastructure that will see the incubation and growth of a wide range of individual, collective and community projects and businesses locally.

As an organisation, we run a range of projects, courses, events and activities with a growing number of local, national and international partners. This is a big year for us as an organisation and as such, we are looking to expand our core team.

OUR COMMITMENT TO EMPLOYEES

We view the expansion of our team as an opportunity to build new long term working relationships; however, in the first instance, these roles are being issued as fixed-term contracts. We very much hope to extend these roles and continue to further build our core team ahead of transitioning into Centenary House. We are looking for team members that will invest with us in the journey ahead and whom we can in turn invest in.

We view our new team members as important stakeholders in the organisation. Employee team members will have the option to become subscribed voting members, adopting and enacting our ethos, as we move to our new organisational structure as a large membership CIC.

- We are committed to being a [Real Living Wage](#) employer.
- We fully support Diversity and Inclusion in our workforce and welcome applications accordingly.
- We are committed to adapting our practice as needed throughout the Covid-19 pandemic to ensure safety of our staff and community.

BUSINESS SUPPORT ROLE

ABOUT THE ROLE

This is an exciting opportunity to help develop and streamline business administration for our small but growing enterprise. A brand new role focussed on providing essential business and administration support for our directors, wider staff team and running of the organisation.

You will be a self-motivated, competent person that can demonstrate drive and commitment to improving the efficiency of our organization's activities by not only maintaining systems but taking an active role in developing and expanding these as our organisation continues to grow. This role will involve duties relating to the administration, governance, finance and communications of our organisation. It will require a highly organised, pro-active individual with excellent communication & ICT skills.

We are looking for someone that can offer 15 hours / week over 3 days per week (Monday - Thursday, between the hours of 9-5.00pm). New team members will be expected to work flexibly as and when required within the wider team and play an active role in its ongoing growth and development.

Salary:

15 hours/wk - 6-month contract - Paid at the living wage £9.30 p/hr. 0.4 FTE of £18,135 pro-rata.
28 days holiday (pro rate)

Right to work:

You must be able to provide relevant photo ID/proof of your right to work in the UK as this is a statutory requirement.

DBS:

You must complete a satisfactory DBS check prior to appointment.

References:

Please provide us with details for two referees who will be able to comment on your suitability for this post. One should be your most recent employer - if this is not possible, please explain why.



RESPONSIBILITIES

Governance Support to the running of the Organisation

- Creating and maintaining minutes and other legal records for the company & its board of directors including membership applications, voting records etc.
- Preparing agendas, presentations and supporting documents for meetings.
- Collating and distributing meeting minutes and reports.
- Providing admin support to the Directors as needed.

General Office Administration and Business Support

Providing admin support to the wider team and changing demands of projects to support business operations and delivery, such as:

- Coordinating and managing booking systems for a range of courses / programmes / workspaces / ICT as needed.
- Managing office filing systems both digitally and physically whilst ensuring best GDPR practices.
- Contribution to creation and administration of core public-facing content - including newsletters, website, social media channels and coordinating input from wider team.
- Maintain & procure supplies and resources as required.
- Providing excellent customer service across all work / interaction.

Accounting Support

- Maintaining healthy financial records and regular bookkeeping using online software (Sage One) including assisting in the creation of regular financial management reports.
- Raising and filing invoices in line with contract schedules.
- First point of contact for customer, client and supplier queries.
- Administration of petty cash system inline with project budgets.

HR Support

- Assisting with future HR/recruitment processes including DBS applications / other qualificatory requirements for key staff/volunteers.
- HR administration including holiday recording, timesheets, contracts etc.
- Support recruitment and induction of new team members.

Supporting direction of the organisation

- Playing an active role in team meetings; communicating and contributing ideas to improve the organisation.

PERSON SPECIFICATION

Our ideal candidate will have the following:

Experience

- Providing effective business administration services.
- Undertaking effective digital financial record keeping/reporting (using Sage One or equivalent).
- Working with a dynamic team with a range of needs & diverse schedules.
- Experience of liaising and communicating with a diverse range of stakeholders positively, personably & professionally.
- Demonstrated ability to use initiative and work autonomously when required.
- A track record of producing quality and compelling written content & materials.

Skills & Knowledge

- Understanding of GDPR, confidentiality & compliance.
- Excellent written and verbal communication skills.
- Excellent ICT skills, including Microsoft Office (Word, Excel, Outlook, and PowerPoint), social media and Google Suite.
- Ability to work well under pressure & meet deadlines.
- Positive attitude, self motivated with a proactive approach.
- Excellent organisation and time management skills, with ability to manage a range of projects & demands.

Other

- Willingness to work flexibly when required.
- Understanding of and commitment to supporting the values of the organisation.
- Understanding of and have a commitment to equal opportunities.

Desirable Criteria

- Online website publishing programmes (e.g. WordPress, Wix, Squarespace) and other cloud-based software (Loomly, Sage One, Trello) or willingness & demonstrated ability to learn new programmes .
- Ability and knowledge of a range of administrative systems and processes in order to make recommendations as needed.
- Qualification/s in a related field (such as business admin, bookkeeping, ICT, business support etc).

HOW TO APPLY

To apply, please send an up-to-date CV (no more than 2 sides of A4) and a covering letter. Within your covering letter please identify how your experience, knowledge, skills and expertise support the role. We'd also like to understand what attracts you to the possibility of becoming part of and working at our organisation. Please keep your covering letter to a maximum of 600 words.

Please also answer the following two questions as part of your application:

1. When implementing a new system in the workplace, what steps would you take to ensure it is followed by other team members?

2. Please take a look at our website: www.theexchangeic.co.uk

List three of its strengths and three of its weaknesses (honesty you will not be penalised!). How would you address the weaknesses if you were in post?

Applications need to be received no later than Sun 8th Nov | 9pm and emailed to: hello@theexchangeic.co.uk quoting 'BUSINESS SUPPORT ROLE APPLICATION' in the subject header. For more information or any questions or other queries about the role please contact us.

If your application is successful you will be shortlisted and invited for a Zoom interview with 3 panel members on either the 12th or 13th November