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**Business & Skills Project Support Officer**

Job title: Business & Skills Project Support Officer

Employed by: Community CVS[[1]](#footnote-1)

Salary: £23,114 per annum

Working hours: 37 hours per week

Responsible to: Business & Skills Manager

Location: Boulevard Centre, Blackburn.

**CVS Context**

**CVS Mission: “**To support individuals, organisations and communitiesto achieve their full potential”.

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**The Business and Training Centre Team**

(within the Business Development Directorate) is responsible for:

* **Leadership and Advocacy:**

Developing and delivering leadership and management programmes for the VCFSE[[2]](#footnote-2) and healthcare sectors, including programmes to support under representative groups to aspire to leadership and management positions within the VCFSE and health and social care sectors.

* **Collaborations and Partnerships:**

Developing strong collaborations around business advice/entrepreneurship, economic development and training/workforce development across the public, commercial and social economies.

Developing banks of associate business advisors, consultants, and trainers to deliver on behalf of Community CVS.

* **Capacity Building, Development and Training:**

Developing business advice, coaching, and mentoring programmes to help individuals, organisations and communities to reach their full potential.

Developing and delivering appropriate curriculum, both accredited and non-accredited, to meet the workforce needs of the VCFSE and health and social care sectors and to help individuals, organisations, and communities to reach their full potential.

Developing and delivering commercial training for the VCFSE and healthcare sectors (both accredited and non-accredited).

* **Volunteer:** developing accredited training provision for volunteer roles, volunteer managers and for volunteer-involving organisations.

**Business Development Directorate**

**Summary of Post:**

The Business & Skills Project Support Officer is integral to supporting the diverse and dynamic range of programmes within Community CVS Business & Training Centre Team. This includes VCFSE sector tailored leadership and management boot camps, business advice services, and specialised training initiatives. This role demands a highly organised, proactive, and versatile individual capable of managing administrative tasks, supporting multiple programme delivery, engaging with stakeholders, and enhancing our digital presence through content creation and strategic online engagement to facilitate the smooth operation of the Business and Training Centre team's objectives.

**Passion**

You will be a key member of the Business & Training Centre team, who are passionate about people developing their knowledge, skills and capabilities to set up, develop, lead and grow successful businesses, charities and social enterprises. The team are also passionate about supporting VCFSE organisations to meet their organisational and workforce development needs so that they have the necessary skills to maximise the social, economic and environmental impact within our communities.

**Accountabilities**

1. **Programme and Project Support:**
   * Assist in the coordination and administration of various programmes, ensuring logistical and material readiness for all activities.
   * Maintain accurate and comprehensive records, databases, and files for programme participants, activities, and outcomes.
   * Capture key moments and achievements during programmes and events for internal and external communication purposes.
2. **Administrative Excellence:**
   * Manage correspondence and communications, ensuring timely and professional responses to stakeholders and clients.
   * Coordinate logistics for meetings, events, and training sessions, including bookings, catering, and equipment.
   * Utilise digital tools to streamline communications and enhance participant engagement.
3. **Stakeholder Engagement:**
   * Act as a key point of contact for programme participants, partners, and stakeholders, providing support and information as required.
   * Support the promotion of programmes and recruitment of participants through various communication channels.
   * Develop and disseminate engaging content to showcase programme impact, maintaining a balance between promotional and informational needs.
   * Attend events to represent Business & Skills Team programmes. Presenting a professional image whilst promoting projects and capturing interest.
4. **Monitoring and Reporting:**
   * Utilise CRM systems to track, record, and monitor participant engagement and programme outcomes, ensuring data accuracy and integrity.
   * Assist in the preparation of reports, presentations, and performance management documents for internal and external stakeholders.
   * Incorporate visual and narrative elements into reports to vividly convey the success and impact of programmes.
5. **Team Collaboration and Support:**
   * Work closely with the Business & Skills Manager and team members to develop and refine programme offerings based on feedback and outcomes.
   * Undertake additional duties as required to support the team's objectives and Community CVS's mission.
   * Employ digital media skills to support team projects and initiatives, enhancing overall team capability in digital engagement.

**Measurable Outputs:**

**Business and Skills Programme Support**

Working as part of the team, to provide statistics and feedback showing high levels of customer satisfaction for clients engaged with the business and skills team. To establish a baseline in 2024-2025 and agree targets to increase satisfaction each year.

**Stakeholder Engagement**

To support a minimum of 4 promotional campaigns each year, including supporting the team at a minimum of 6 events every year.

**Monitoring, Evaluation and Feedback**

To ensure 100% of people and organisations supported that evidence of the support and their feedback on the support is inputted/uploaded to the Views Database for reporting and evaluation purposes.

**Social and Traditional Forms of Media**

To develop the business and skills team presence on social and traditional forms of media with at least two positive news stories or case study being shared each month.

**Person Specification:**

* **Skills and Abilities:**
  + Exceptional organisational and time management skills, with excellent attention to detail.
  + Strong communication skills, both written and verbal, and the ability to engage effectively with a diverse range of individuals and organisations.
  + Strong customer service and professional telephone manner.
  + Proficiency in IT systems, including CRM databases, Microsoft Office suite, and digital marketing communication tools.
  + Ability to capture and produce digital content (e.g., photos, short videos) for reporting and online engagement.
  + Comfortable with or willing to learn new digital platforms for effective communication and marketing purposes.
  + Ability to work independently and collaboratively within a team, demonstrating initiative and a proactive approach to problem solving.
  + Ability to take comprehensive notes and capture meeting minutes.
  + Commitment to Community CVS's values, including a passion for supporting community development and professional growth.
  + A passion for business and skills including a desire to further your own professional development.

**Additional Requirements:**

* Willingness to undergo further training and development as required, especially in areas related to digital communication and content creation.
* Adherence to all organisational policies, including confidentiality, health and safety, safeguarding, and equal opportunities.

**Qualifications**

**Required:** Candidates must possess strong written and verbal communication skills, along with numerical proficiency. This necessitates a minimum achievement of grades A\* to C in A-Level English and Maths (or their equivalents). Alternatively, candidates should be able to demonstrate these skills through a competency assessment at the interview stage.

**Desirable:**

* A foundation degree, HND or bachelor’s degree in a relevant field such as Business Administration, Communications, Media, or Marketing.
* Proficiency in CRM systems, Microsoft Office, and digital communication tools.

**Professional Experience** (This may include voluntary or paid work.)

**Required:**

* Experience in a professional office environment, contributing to administrative duties, promotion, record-keeping, and organisational communication.
* Experience in creating content for digital platforms and engaging online audiences.

**Desirable:**

* Experience in supporting business development or community projects.
* Administrative experience coordinating events, meetings, or training sessions.
* Proficiency in engaging stakeholders across various communication channels, including digital media.

***Community CVS celebrates the value of diversity and our aim is for our workforce to be as inclusive as possible as well as representing the communities we serve. With this in mind, we welcome and encourage job applications from people of all backgrounds. We are committed to continue building an environment that embraces diversity and includes all.***

1. Community CVS is the trading name of Blackburn with Darwen Council for Voluntary Service. Charity Number 1008190. Company Number 02668971. [↑](#footnote-ref-1)
2. VCFSE stands for Voluntary, Community, Faith and Social Enterprise and includes any not for private profit organisation that seeks to have a positive social, economic or environmental impact within our communities. [↑](#footnote-ref-2)