

Information Pack - Working at Voscur



In this information pack you will find details of the post we are advertising - the Business Administrator (Apprentice) - and information on the benefits of working at Voscur, our culture, and how to apply.



Voscur is a registered charity (No. 1148403) and company limited by guarantee (No. 3918210). VAT No. 974 3387 81

Thank you for your interest in the Business Administrator (Apprentice) role. This is a vital operational role in our ambitious team, supporting Voscur's important work in the local VCSE sector, and we are keen to appoint the very best person.

Voscur is the support and development agency for Bristol's Voluntary, Community, and Social Enterprise (VCSE) sector. We support organisations in and around Bristol to increase their impact and help more local people.

As the new Business Administrator (apprentice) you will provide excellent customer service to Voscur's diverse customers and partners and provide administrative support to the team. This important role will help Voscur to maintain excellent relationships and services - so that we can effectively support the VCSE sector. We are keen to create genuine opportunities for those looking to gain experience of working in this rewarding and exciting sector.

Equality and diversity are very important to Voscur as we serve a very diverse VCSE sector. We are keen to increase the diversity of our staff team, and welcome applications from people whose communities are currently under-represented in our staff team - particularly Black, Asian, and other Ethnic communities, and those with lived experience of poverty.

We want to hear from you! Please read the information pack and get excited about joining our team. If you have any questions, please contact me on 07594 740188 or 0117 909 9949 for a chat.

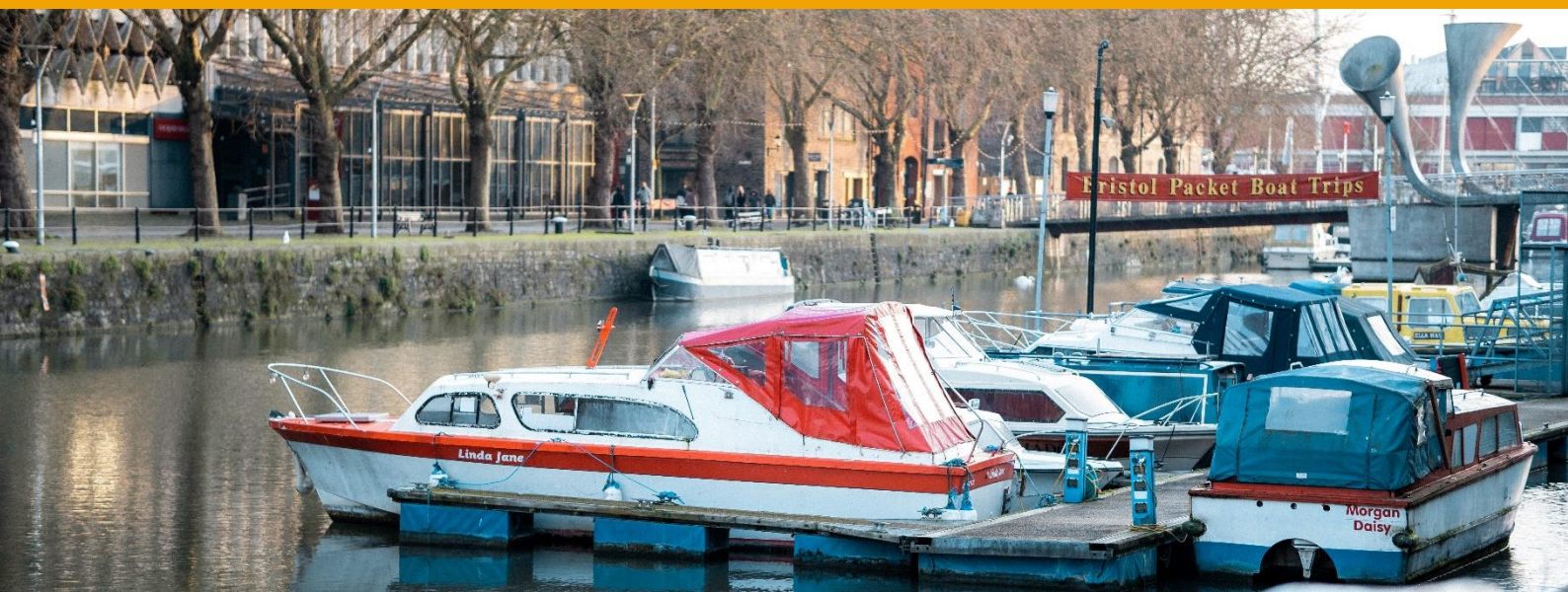
Best wishes,

Alice Sheridan
Operations Manager



Benefits of working at Voscur

- **A diverse team** - our strength is in bringing together people with different opinions, personalities, talents, and backgrounds who work as an effective team to get results. Who we are changes over time, but collectively our aim is to increase our diversity in terms of age, disability, gender reassignment, race, religion or belief, sex, and sexual orientation. Current and past Voscur staff come from all parts of the UK and a few from overseas. Most current team members live in Bristol and the surrounding area.
- **Central Bristol location** - based on the edge of Queen Square, the Voscur office is a ten-minute walk from Bristol Temple Meads, two minutes from the Bristol Ferry Boat stop at the Watershed, and has several bus stops nearby. There are bike racks and a Voi scooter station opposite the building, but we promise no-one wears Lycra in the office!



- **Supportive and welcoming atmosphere** - we invest time and resources into your learning, we support staff to take on new responsibilities, and we work to ensure our organisational culture is open, positive, and collaborative. We also make a point of celebrating everyone's birthday and other special events.
- **Workplace pension scheme** - as a team member at Voscur, you have access to the Auto Enrolment Pension Scheme. Voscur's employer contributions are currently 7% of salary, more than double the minimum employer contribution amount set by the Pensions Regulator.
- **Living Wage** - Voscur is a fully committed member of the Living Wage campaign.
- **25 days' annual leave (pro rata) and public holidays**
- **Generous contractual sick pay**
- **Flexible working arrangements**
- **Ability to buy a bike through Cycle to Work Scheme**

Our Culture

- **Respect for all and empathetic leadership** - we believe it's important to be empathetic and respectful in our work with colleagues, clients, partners, and the public. We believe that taking the time to listen and consider the experiences and perspectives of others can lead to greater equity, increased innovation, better decision-making, and stronger relationships. We also expect every member of staff to follow our Equity, Diversity and Inclusion policy, and to help us demonstrate our ongoing commitment to these in our work.
- **Collaboration** - every staff role at Voscur includes an element of working with other people, inside and outside the organisation. Some of these are one-off projects, such as pieces of commissioned work with healthcare providers, or recurring projects, such as our AGM and annual Social Impact Awards, known as "The Voscur". We also help with coordination and collaboration across and between sectors, our members, and other stakeholders, as set out in [Bristol in Partnership](#).
- **Lifelong learning** - as part of professional development at Voscur, we encourage staff to attend courses, workshops, or other learning activities that contribute to improving the skills and knowledge needed for day-to-day work. Voscur also offers a range of [training sessions and events](#) for the VCSE sector that staff are welcome to attend. We don't expect you to "know it all", but it's good to be curious, keep an eye on what's going on locally and nationally, and ask questions when you don't know the answer to something.
- **Enthusiasm** - technical knowledge and experience are among the most obvious things we look for in Voscur staff, but enthusiasm is also important. Working at Voscur involves being interested in people, communities, and projects, and working in our team to make things better. And taking turns to make the cups of tea to fuel that idea tank!
- **Work-life balance** - just like the employees we support, Voscur employees have a life outside the office. We also recognise that workplace wellbeing and productivity are improved when staff are happy, supported, motivated, and well-rested. Many of our staff work part-time hours, and for those times when you need to spend extra hours on a project, we operate a Time Off In Lieu system.



Job Description

Job Title	Business Administrator (apprentice)
Job Purpose	To provide a customer-focused 'front of house' service for Voscur and a range of administrative support for Voscur's services to members and customers.
Reporting to	Operations Manager.
Posts Line Managed	None.
Relationships	Colleagues, members, and customers.
Projects & Contracts	None.
Budgets	None.
Income Generation	None.
Salary	£20,972 per annum, (£17,004 pro rata) plus 7% employer pension contribution.
Hours	30 hours per week - flexible to include occasional evenings and weekends.
Contract	Fixed-term contract and apprenticeship for 18 months.
Location	This post is based at the Voscur office: Royal Oak House, Royal Oak Avenue, Bristol, BS1 4GB.
Apprenticeship Standard	Business Administration, Level 3 - Training Provider South Gloucestershire and Stroud College

Principal Duties

1. 'Front of House' Support

- 1.1. To respond promptly and professionally to enquiries by telephone, email, and social media.
- 1.2. To maintain online and paper records and filing systems.
- 1.3. To assist with membership administration, working closely with the Finance Team.
- 1.4. To assist with training and events, working closely with the Training & Events Co-ordinator and the Policy & Communications Co-ordinator.

2. General Business Administration

- 2.1. To provide general administrative support across the organisation's services to members and customers.
- 2.2. To publish job adverts on Voscur's website.
- 2.3. To provide support with the monitoring and evaluation of services, as required.
- 2.4. To maintain a tidy office environment, assist in the smooth running of office procedures, and ensure that office supplies are maintained at an appropriate level.
- 2.5. To co-ordinate team meetings: updating minutes and agenda, arranging meetings, and setting up hybrid meeting equipment.
- 2.6. To provide support with membership recruitment and retention, working closely with the Development Director.

- 2.7. To provide support with Events & Training, working closely with the Events & Training Co-ordinator.

3. General Duties (expected of all Voscur employees)

- 3.1. Contribute to Voscur's information services.
- 3.2. Carry out duties in compliance with Voscur's policies.
- 3.3. Participate in staff meetings, supervision, appraisals, and training as agreed with the line manager.
- 3.4. Contribute to agreed monitoring and evaluation of work / projects, and contribute to regular and annual reports.
- 3.5. Work in accordance with current legislation.
- 3.6. Be responsible for your own safety and not endanger that of colleagues / visitors in the workplace.
- 3.7. Undertake occasional out-of-hours work, as directed by the CEO / your line manager.
- 3.8. Contribute to implementing and developing Voscur's marketing activities to support the development of new business opportunities.
- 3.9. Undertake other reasonable duties commensurate with the grading for the post.

Person Specification

Skills and Attributes	Essential	Desirable
Excellent self-motivation, the ability to self-start and use initiative.	✓	
A good level of administrative competency, including strong organisational and time management skills.	✓	
Excellent written English and the ability to communicate in plain English to a range of audiences.	✓	
Good ICT skills including word processing, spreadsheets, and email.	✓	
Ability to work effectively as part of a busy team.	✓	
Ability to work effectively to prioritise and meet deadlines.	✓	
Ability to think on your feet and work flexibly depending on the organisation's requirements.	✓	
Knowledge	Essential	Desirable
Commitment to, knowledge of, and understanding of equality, diversity, and inclusion.	✓	
Knowledge and understanding of the current operating environment for voluntary, community, and social enterprise organisations in Bristol.		✓
Experience	Essential	Desirable
Experience of providing administration support in a busy office environment.		✓
Experience of maintaining databases and data entry.		✓
Experience of using the Microsoft 365 suite, particularly Outlook, SharePoint, OneDrive, Word, and Excel.		✓
Experience of providing customer service.		✓

Recruitment statement

Voscur is an Equal Opportunities employer, and we actively encourage applications from all backgrounds and communities.

Equality and diversity are very important to Voscur as we serve a very diverse VCSE sector. We are keen to increase the diversity of our staff team, particularly with people from Black, Asian and other Ethnic communities, and those with experience of poverty.

We recommend that you read the job description and person specification thoroughly; they will form the basis of our interview and selection criteria.

We will make reasonable adjustments to the interview process if you have a disability or long-term health condition, or if you need something different or additional as part of the recruitment process. Please do let us know by email to personnel@voscur.org or by contacting Alice Sheridan on 0117 909 9949.

How to apply

Applications for this apprenticeship opportunity are through South Gloucestershire and Stroud College:

<https://www.sgscol.ac.uk/apprenticeships/vacancies/1000116785>

We expect to hold in-person interviews in Central Bristol following the shortlisting process.