



## **ROLE PROFILE**

<b>Job Title:</b>	LEMIS+ Project Support Officer Job Share Arrangement. Fixed-term for initial 6 month period with a view to extension to end of March 2022 subject to funding
<b>Accountable to:</b>	Project Manager/Coordinator
<b>Days of work:</b>	Thursdays and Fridays
<b>Salary:</b>	£5,318 p.a.
<b>Location:</b>	Skainos Square, 239 Newtownards Road, Belfast
<b>Hours of work:</b>	10.5 per week
<b>Leave:</b>	23 days plus 12 statutory days on a pro-rata basis
<b>Pension:</b>	National Employee Savings Trust (NEST) Pension Scheme
<b>Health Care:</b>	An employee health care plan is available after successful probation
<b>Probation:</b>	This post is subject to a 6-month probationary period. The Company reserves the right to extend this probationary period.
<b>Contract term:</b>	<b>End of March 2022 subject to funding</b>

## **Job purpose**

This post is part of the LEMIS+ Project, a Belfast wide employment Project implemented by a consortium of organisations led by Ashton Community Trust. Partners include:

- GEMS NI
- Upper Springfield Development Trust
- Impact Training
- East Belfast Mission

To work as a project support officer for the LEMIS+ Project team and its participants supporting all project tasks and activities with a focus on quality of delivery of the LEMIS+ Project. The post will involve supporting the LEMIS+ Project Management Team and Mentoring Team to benefit participants of the Project.

## **Key tasks and responsibilities**

1. To support the management and mentoring team of the LEMIS+ Project in tasks related to the Project.
2. To gather and record evidence on the destination of LEMIS+ Project clients once they are placed in employment (or other destinations), when required.
3. To accurately record and refer incoming enquiries received by telephone, in person or in writing in accordance with organisational policy and procedures.

4. To have a general understanding and empathy with the issues faced by LEMIS+ Project clients.
5. To act as first point of contact for clients, be conversant with the purpose and range of LEMIS+ Project services and provide clients with initial information at time of engagement.
6. To ensure client facing environment/work area and outreach centres are welcoming, well presented with an adequate and up-to-date supply of relevant leaflets/materials, etc.
7. Be responsible for recruiting and engaging clients by advertising the programme through facebook/social media and by acting as point of contact for client enquiries.
8. Support clients with job search activities including sourcing vacancies via job point, bulletin boards and downloading relevant recruitment information/application packs.
9. Support/provide relevant training information to clients enabling them to access opportunities.
10. Provide administration support for LEMIS+ team, prioritising own workload when required.
11. To accurately input data when requested and keep data up-to-date at all times.
12. To ensure the retention of all source material in accordance with operational and funder requirements.
13. To implement and maintain appropriate filing systems which allows for the effective location and retrieval of information.
14. To maintain statistical recording systems and ensure all manual recording systems in relation to the provision of the LEMIS+ Project service are accurately maintained.
15. To support the team leader in the preparation for any quality inspections either within the LEMIS+ Project or for external inspections e.g. ETI or ESF.
16. To act as the point of contact for clients participating in focus groups for evaluation purposes.
17. To assist in the organisation of training events including booking rooms, arranging hospitality, ensuring training resources (e.g. workbooks, etc) are available as required.
18. To update and maintain organisational mailing lists and send out call up letters to clients for training courses and events, etc.
19. To make stationery and hospitality orders, follow procurement procedures, check deliveries and pass invoices to finance for payment.
20. To create, develop and maintain effective internal working relationships within own organisation and the LEMIS+ Project.
21. To create, develop and maintain effective working relationships with service users and external agencies.
22. To take minutes and contribute to meetings/groups discussions, etc.
23. To ensure the guidelines, policies and procedures of the LEMIS+ Project and East Belfast Mission policies/procedures are adhered to.

24. Work flexibly on evenings, weekends and school holidays to ensure full delivery of the programme.
25. Undertake training to develop work related skills and knowledge as required.
26. Participate in EBM's Performance Management and Appraisal process and agree short, medium and long term goals with line manager and direct line staff
27. Work within the ethos of East Belfast Mission
28. To undertake any other duties, consistent with the post, which may from time to time be required.

***Note to Applicant: When completing your application form you should demonstrate/evidence the extent to which you have the necessary education, experience, knowledge and skills identified as required by the application criteria for the post.***

***Important: Applications must be completed using computer and not in hand writing. Handwritten applications will not be considered for short listing***

***This list is not exhaustive and should be read in conjunction with workplace rules and procedures***

## **Personnel Specification**

### **Essential criteria**

1. Qualification relevant (e.g. NVQ L2/3 in Business Administration) or a minimum of 4 GCSE's including English and Maths at grade A-C) and a **minimum** of 1 year of administrative experience in a busy office environment within the last three years
2. Demonstrate experience of being the first point of client/customer/visitor contact in a busy office environment
3. Experience of accurately entering, analysing and retrieving data from an organisational database.
4. Ability to communicate effectively, both verbally and in writing;
5. Experience and good knowledge of I.T and database systems including; ability to use MS office (Word, Excel) Internet and Email
6. Ability to work under own initiative, including effective prioritisation of tasks and ability to work to agreed aims and objectives and be able to multitask
7. A willingness to be flexible in work patterns and to fulfil occasional evening and weekend duties
8. Ability to adhere to confidentiality
9. An understanding of the issues within disadvantaged communities.

### **Desirable criteria**

**(Desirable criteria may used to shortlist applicants, should there be a need to facilitate manageable shortlists)**

1. Knowledge and experience of working with the unemployed and the barriers they face
2. Experience of ESF funded programmes, guidelines and procurement processes
3. Experience of preparing a Project for and external inspection e.g. ETI, QA
4. Understanding of Data Protection legislation and best practice
5. To have a clean driving licence and access to a car

East Belfast Mission is aware that some persons with disabilities may not be able to hold a driving licence. If this is the case, please demonstrate how you can fulfill the mobility requirements for the post for which you are applying.

**Vetting**

Appointment to this post is subject to successful applicant declaring all pending prosecutions, convictions, cautions and bind-over orders and their name will be submitted to Access NI for a check to be carried out.

**East Belfast Mission is an Equal Opportunities Employer**