

JOURNEYS

JOB DESCRIPTION

Title: **Executive Officer**
Responsible to: **Executive Committee**
Responsible for: **Line Management of 2 Staff**
Hours: **35 hours per week**
Salary: **£26,500 per annum**

MAIN PURPOSE OF POST

To provide central administrative support and co-ordination to allow Journeys to function effectively. Supervision of staff members. To provide information and support, as requested, to the Executive Committee and Board of Directors.

KEY AREAS OF RESPONSIBILITY

Administration of the Journeys charity

To co-ordinate funding information and funding bids, ensuring that deadlines and reporting requirements are met.

Provide advice to Trustees concerning relevant issues.

Develop policies, guidelines, standards and reporting systems.

To ensure that Journeys has appropriate policies, approved by the Executive Committee and/or Board of Directors, in place and that these are being implemented; and to ensure that risk assessments are carried out and appropriate procedures are put in place and maintained.

General Administration

Ensure all office systems are operated correctly and in a timely fashion including:

- Maintain a filing system for business/management documents;
- Maintain CRM records; and
- Handle incoming telephone calls.

Ensure all record keeping is up to date, including timesheets, financial records, minutes of meetings, staff records, leave and sickness records and assets register, and ensuring that records are maintained of project development and beneficiary feedback.

Service Provision and Monitoring

To supervise the operation of Journeys' information and advice service, ensuring that requests are handled promptly and appropriately, and that records of all contacts are kept.

Process Journeys membership scheme.

Monitor services to ensure they meet stated goals within the Strategic Plan.

To maintain all monitoring systems and to ensure all deadlines for the filing of returns or reports are met, inter alia for the Executive Committee, Companies House, The Charity Commission, Data Protection, commissioning bodies and funding bodies.

Proofread newsletters, reports, and other documents.

Human Resources

To arrange weekly staff meetings; to collate staff meeting agendas; to chair staff meetings and record decisions made and actions arising; and to distribute and file records of staff meetings and associated documents. This includes ensuring the implementation of team meetings/1-to-1 meetings/Annual Appraisals/Professional Development Plans.

To ensure all staff appointments are entered in the office diary.

To induct new staff and maintain staff records.

To ensure administrative staff and volunteers are trained in call handling and customer care.

To supervise and process Journeys membership scheme.

Assist in ensuring volunteers are trained in call handling and customer care.

Financial Management

To ensure outgoing payments are processed and deposits paid in promptly; to send out invoices and manage accounts payable.

To keep the books, ensuring that accounting systems are fully updated and internal financial controls are followed.

To maintain and produce detailed financial reports as requested by the Executive Committee, Board of Directors, Governing Bodies and/or Funding Bodies.

To provide support for and keep records of Journeys' trading activities i.e. sales of publications and training courses, and stock control.

To work with Journeys' Accountants to ensure the annual accounts are prepared to the required standard.

To supervise and maintain vendor contracts and relationships.

Training and Groups

To assist the Training and Groups Officer, under the guidance of the Executive Committee, to develop long range programme plans and strategies.

To assist the Training and Groups Officer, under the guidance of the Executive Committee to produce training material.

To monitor and evaluate the effectiveness of Journeys' programmes.

To analyse the cost and benefit of implementing new programmes and presenting recommendations to the Executive Committee and/or Board.



Executive Officer

Further Particulars

Applications are invited for the above new post to be based in Cardiff.

Journeys is the only organisation in Wales whose sole purpose is to offer support and understanding to people affected by depression, their friends, families and carers. We take a holistic approach to overcoming depression, building the foundations for sustainable and long-term well-being. We coordinate a network of self-help groups and provide information, practical resources, services and training that promote the development of skills and strategies to help people find their own route to recovery.

Building on our successful track record, this is an outstanding opportunity to help the organisation through its next phase of development - expanding our influence whilst ensuring consistent, high standards in the delivery of information and education services.

Educated to a graduate level or equivalent you will have experience of working effectively in a busy environment and the flexibility to adapt to the changing demands of the job. This post reports to the Executive Committee of the Board of Trustees and is based in a small office of 3 staff members plus volunteers.

Method of Application

1. Applications should be made by letter and CV. All applications should be returned via email to **vacancies@journeysonline.org.uk** or posted to the Human Resources Department, Journeys Toward Recovery, 38 Albany Road, Cardiff CF24 3RQ.
2. Please indicate in the subject line of the email or on the envelope if posted that the contents are 'Private & Confidential'.
3. Applications must be received by the close of business (17:00) on 15 February 2012. Journeys reserves the right to consider persons other than those who have submitted applications.
4. Applicants not called for interview within one month of the closing date should consider their application to have been unsuccessful.

Conditions of Appointment

The following conditions will govern the appointment:

1. The appointment is subject to the provisions for the time being in force of the Articles and Memorandum of Journeys Toward Recovery.
2. The appointment will be made at an annual salary of £26,500.
3. The appointment is subject to a contract of employment.

4. The contracted hours of work will be 35 hours per week. However, the person appointed will be required to work such hours as are necessary to carry out the duties and responsibilities of the post. The normal daily hours of work are 9:00 a.m. to 5:00 p.m. Monday to Friday, with a one hour lunch break per day.
5. The annual leave entitlement will be 25 days plus 8 statutory and 7 customary days of holiday. The leave year is 1 January to 31 December inclusive and annual leave is calculated on a pro-rata basis. Annual leave must be taken at times agreed by the Executive Committee.
6. The appointment will be full-time, and the person appointed may not undertake any other employment or appointment involving significant calls upon his/her time or energies without the expressed permission of the Vice-Chair.
7. The appointment will be made subject to the receipt of satisfactory references and proof of educational, professional, vocational, etc. qualifications specified by the candidates on the application form.
8. Only where there is an intention to appoint, Journeys will require the prospective appointee to complete a pre-placement health questionnaire and submit it to Journeys for onward transmission to the Occupational Health Service (OHS). The questionnaire will form the basis of a report to the University from the OHS confirming if the prospective appointee is considered fit for the post in question.
9. Confirmation of the appointment will be subject to the satisfactory completion of a six months probationary period.

Person Specification

Criteria		Essential	Important Consideration
Personal Characteristics	Strong problem solving and reasoning skills	X	
	Ability to prioritise own work and the work of others	X	
	Attention to detail and perseverance	X	
	Ability to prepare, analyse and monitor organisational budgets	X	
	Good office practice	X	
	Ability to get on with people both in the office environment and in a variety of circumstances	X	
	Sympathetic view of depression and mental health	X	
	The ability to communicate with others through various media (written, oral presentation, etc...)	X	

General Areas of Knowledge and Expertise	Third sector issues and challenges		X
	General Politics		X
	Depression and related mental health issues		X
	Risk Management		X
	Welsh Assembly Government grant & health policies		X
	Business and Charity Law		X
Previous Experience	Experience in purchasing and procurement	X	
	Experience in calendar management	X	
	Experience in post sorting, allocation and prioritisation	X	
	Experience in accounts payable and accounts receivable	X	
	Experience in bank account recnciliation and management	X	
	Experience in payroll		X
	Experience in supervision of staff	X	
	Proficiency with Microsoft Office applications	X	
	Proficiency with Sage Accounts		X
	Proficiency with Customer Relationship Management software	X	
	Proficiency with Web Content Management Software		X
	Experience in producing, evaluating and monitoring grant requests or similar applications for funding		X
	Experience in providing information and reports for Executive Committees/Boards of Directors or their equivalent	X	
	Experience in making Presentations to Executive Committees/Boards of Directors or their equivalent		X
	Experience in financial analysis and reporting	X	
	Previous exposure to a paperless office environment		X
Some experience giving presentations to other businesses and/or user groups		X	
Other Personal Characteristics	Possession of a relevant degree or equivalent qualification		X
	Willingness to undertake any relevant training	X	
	Full, clean driving license and a willingness to travel as required, with occasional overnight stays	X	