**Information for Applicants**

**SOS Bus Administrator**

**Hours:** 24 hours per week

**Contract:** Fixed term until 31st March 2022 (continuation subject to funding)

**Starting salary:** £19,171 pro rata 37 hours

Base: St. Clements House, 2-16 Colegate, Norwich NR3 1BQ

**Holiday entitlement:** Starting at 25 days per annum, increasing with length of service up to 28 days per annum (pro rata for part time employees), plus designated bank holidays (pro rata for part time employees).

**Pension Scheme:** Contributory scheme in place

**DBS Check Required:**  **Yes**

**Closing date: Wednesday 26th February 2020, 12 noon**

**Interview date: Week beginning Monday 2nd March 2020**

Voluntary Norfolk aims to promote equality of opportunity and welcomes applications from diverse candidates with the right mix of talent, skills and potential.

We will collect and process the personal data you provide on this application form and any other supporting documentation you submit in order to administer the recruitment procedure for the above role. Further information can be found in our *Privacy Notice for Job Applicants*, which is available on our website [www.voluntarynorfolk.org.uk/about/privacy-policy](http://www.voluntarynorfolk.org.uk/about/privacy-policy)

Applicants are specifically advised to refer to both the job description and the person specification when completing section 6 of the application form.

Applicants are asked **not** to attach a CV to their submitted application form, or to enclose copies of references.   
  
For further information about this post please contact **Beth Williams, SOS Bus Development Manager on 01603 883830 or** [**beth.williams@sosbus.co.uk**](mailto:beth.williams@sosbus.co.uk)

Please return completed applications to: Julia Creusson, Head of Resources and Facilities

Voluntary Norfolk

St Clements House

2-16 Colegate

Norwich

NR3 1BQ

Or by email to: [hr@voluntarynorfolk.org.uk](mailto:hr@voluntarynorfolk.org.uk)

*Please be advised that only applicants shortlisted for interview will be contacted.*

Thank you for the interest you have shown in this post, we look forward to receiving your completed application.

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**An Introduction to Voluntary Norfolk**

**Our Vision**

*Connected, resilient and compassionate communities where people work together*

*to improve lives*

**Our Mission**

* *To enable local people and communities to thrive and reach their potential*
* *To deliver innovative solutions through effective partnerships*
* *To ensure the voices of volunteers and voluntary organisations are represented*

Voluntary Norfolk was started in 1969 as the Norwich Organisation of Active Help (NOAH), a service to match volunteers to voluntary organisations. From this simple model of support, delivered from a caravan that toured the county, we have grown and developed to provide a wide range of services which improve the health, wellbeing, connections, skills and employability of thousands of people in Norfolk each year.

Support for the Voluntary Sector

We help over 300 grass-roots organisations find the volunteers they need to deliver their services and activities and we support over 2,000 volunteers to find volunteering opportunities, helping them develop skills, knowledge and to make connections in their community. We offer information, training, advice and support to voluntary groups and we have a specialist support service, Momentum, for groups working with young people. We are a voice for the VCSE (Voluntary, Community and Social Enterprise) sector, promoting the activities and impact of charities and community organisations while raising awareness of wider issues affecting our sector.

Volunteer Services

We deliver and develop volunteer services for Clinical Commissioning Groups, Norfolk County Council and other health and social care providers to help address social and healthcare challenges including an ageing population and physical, digital and social isolation. We directly recruit and manage over 700 volunteers who undertake a variety of roles in healthcare and community settings, helping people manage long-term health conditions, providing a support role to healthcare professionals and transporting people to and from hospital appointments.

Health & Social Care Services

Voluntary Norfolk delivers and manages health and social care services in partnership with community and voluntary groups and public and health care bodies. We are the lead partner in the Carers Matter Norfolk service and its sister service for Young Carers and Families providing practical and emotional support for Norfolk’s 100,000 unpaid carers. We also lead the Better Together service which addresses the health impacts of loneliness and social isolation. In April 2019 we took over the management of Norwich’s SOS Bus which looks after the health, wellbeing and safety of people visiting Norwich’s pubs and clubs on Fridays and Saturday nights.

Community Development

In partnership with community and public sector organisations, we work with local residents to improve their health, wellbeing and employability, harnessing their strengths, skills, interests and passions. We are one of the main partners in Neighbourhoods that Work, led by Great Yarmouth Borough Council, which works with residents, communities and partners to increase community resilience. In Norwich we run aDigital Inclusion programme which enables residents to develop the skills, capabilities and confidence to access online services, support and activities. We have recently been awarded funding to lead another partnership in Great Yarmouth, *Freshly Greated, which* aims to increase engagement with the arts among groups of people who are currently least likely to get involved as either audiences or creators.

Employment & Skills

Our Employment & Skills Team support those who are furthest from employment, helping them make the most of their skills and strengths and to take advantage of employment, volunteering and training opportunities. As part of the Norfolk Community College they offer 1-2-1 mentoring, training, volunteering and work placements, as well as specialist support and advice around wellbeing, debt and benefits.

CBR Business Solutions

CBR Business Solutions is the trading arm of Voluntary Norfolk, providing HR services, DBS checks and Payroll services to over 200 charities and businesses across the country. Operating profits from CBR Business Solutions provide a vital source of unrestricted income for Voluntary Norfolk helping us carry out our work supporting people and communities across Norfolk.

We employ over 70, mainly part-time, members of staff, working in locations across Norfolk.

Our turnover is in excess of £2million per annum with funding coming from public sector, health and statutory bodies, from grants, membership fees and from our traded services.

Voluntary Norfolk is a Registered Charity (number 1112017) and a Company Limited by Guarantee (number 5616120).

We have an elected Board of Trustees and our Chair of Trustees is John Archibald, Chief Strategy Officer and Executive Board Director of Flagship Group.

Our headquarters are located at St Clements House, 2-16 Colegate, Norwich, NR3 1BQ.

[www.voluntarynorfolk.org.uk](http://www.voluntarynorfolk.org.uk)



**Background to the SOS Bus**

The SOS Bus is a multi-agency initiative to meet the needs of any person in central Norwich on a Friday and Saturday nights whose health, safety or wellbeing is threatened.

**Aims and Objectives of the SOS Bus Service**

* Provide a volunteer run, supportive service, acting as a first point of contact and safe environment for anyone of any age whose health, safety or wellbeing is threatened in Norwich’s club land on a Friday and Saturday night
* To reduce the number of unnecessary ambulance call outs or A&E attendances and reduce the time police officers are away from their patrols.
* To prevent alcohol/drug related accidental deaths
* To signpost individuals to appropriate services as and when possible
* To provide a service that is non-judgemental and accessible to everyone.

The SOS Bus service is partly funded by three Clinical Commissioning Groups (Norwich, South Norfolk, and North Norfolk) and Norwich City Council Public Health. The rest of the funding comes from donations and fund raising and sponsorships.

The reasons for an individual needing the SOS Bus varies greatly. Contrary to popular belief that the service is ‘the drunk bus’ only 28% of the services clients seen in the last year were due to excess intoxication compared with 41% seeking treatment for injuries or a medical condition. The service provides water, contraceptives, plasters, mobile phone charging, female hygiene products, clothes and flip flops – all aimed at reducing the likelihood an individual’s health, safety or wellbeing being compromised while they are out in Norwich.

Each shift has a Shift Coordinator, three Shift Support and a Support vehicle driver, all of whom are volunteers. There are also two St John Ambulance volunteer First Aiders. The team is completed with a paramedic and security person, both of who are paid contractors.

The service uses three vehicles. The main SOS Bus where the majority of clients are seen and is the team’s base with welfare facilities. The Medical unit used by the paramedic and the Support Vehicle (minibus) that is used to go to venues and locations when requested to assess and, if necessary, bring clients back to the main SOS Bus. Volunteers drive the vehicles to and from site each shift.

The SOS Bus runs every Friday and Saturday nights and New Year’s Eve, a total of 105 shifts a year. Each shift requires five SOS Bus volunteers. There are currently 34 volunteers with more recruitment planned in March/April to bring numbers up to 50 to increase resilience to the service.



**Job Description**

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| **Job Title** | SOS Bus Administrator |
| **Company** | Voluntary Norfolk |
| **Responsible to** | SOS Bus Development Manager |

**Main Relationships**

SOS Bus Volunteers, prospective volunteers, SOS Bus Development Manager, medical service contractor, St John Ambulance, security provider & third party suppliers, Norfolk Fire & Rescue Service, Late Night Norwich & Sponsors.

**Main Job Purpose**

Provide administrative and logistical support to the SOS Bus Service and its volunteers. Provide a ‘back office’ function to support the operational delivery of the service acting as a first point of contact for volunteers, suppliers and appropriate stakeholders.

**Main Duties**

**To:**

1. Devise weekly rotas for the service, maintaining records of volunteer availability and ensuring each shift has an appropriate skills mix and is adequately covered. Liaise with volunteers as required, communicating shift details at weekly and monthly intervals
2. Complete all administrative and logistical tasks needed to support the weekly delivery of the service, liaising with third party providers to ensure provision of medical and Frist Aid cover and security in place for each shift, escalating issues to the SOS Bus Development Manager as required
3. Coordinate arrangements for the ongoing maintenance and repair needs of the SOS Bus fleet, maintaining, reviewing and updating vehicle paperwork and logbooks. Arrange for the vehicles to be taxed, serviced and receive their mandated three monthly safety checks and annual MOT and updating SOS Bus Development Manager as required.
4. Process invoices, raising purchase orders and liaising with Finance Team on payments and handling correspondence pertaining to the receipt of invoices
5. Provide admin support for Shift Coordinators meetings e.g. organising (room booking & agenda preparation), minute taking and support with monitoring the delivery of agreed actions
6. Serve as the first point of contact for SOS Bus volunteer enquiries. Proactively responding to queries from volunteers on a wide range of operational and administrative issues, escalating or seeking advice from SOS Bus Development Manager as appropriate
7. Support the SOS Bus Development Manager to maintain, review & update SOS BUS Policies & Procedures, instructional material, volunteer handbook & any other service documentation
8. Coordinate the recruitment of SOS Bus volunteers: listing role opportunities, responding to prospective volunteers; issuing information packs; processing applications, obtaining references and arranging DBS checks, observational visits & mandatory training. Assist with the development the SOS Bus volunteer recruitment & support pathway.
9. Support the coordination of training for volunteers, maintaining accurate training records and to establish a system for identifying requirement for renewal and compliance e.g. safeguarding.
10. Monitor levels of stock & supplies for the SOS Bus fleet and replenish as required, working to agreed purchasing procedures and policies
11. Organise general cleaning for the SOS Bus fleet in line with the service specification. Clean and stock check the main SOS Bus on a weekly basis. Organise deep cleaning schedule for all three vehicles in line with the service specifications.
12. Create, maintain and update an asset register for the service and arranging repairs or replacement of equipment as agreed by SOS Bus Development Manager.
13. Assist with the preparation and proofing of contractual reporting for funders, annual reports and case studies
14. Assist with facilitating visits to the SOS bus vehicles from the media, funders, contractors and other necessary parties.
15. Provide administrative support for fund raising, events, promotions
16. Provide cover for the Development Manager, when they are absent (illness/ holidays) by ensuring the day to day running of the service is maintained.
17. Alert the SOS Bus Development Manager to any issue which could negatively impact on service delivery.
18. Any other related duties which may be allocated by the SOS Bus Development Manager



**Person Specification**

**Essential (E) / Desirable (D)**

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| Experience and Qualifications |  |
| 2 years’ experience working in an administrative role | E |
| Level 2 Literacy / Numeracy qualification or equivalent level of proficiency | E |
| Experience in providing logistical support (paid or voluntary) e.g. liaising with suppliers, completing rotas and scheduling and supporting maintenance regimes | D |
| Experience in supporting and working within a team | E |
| Experience of providing excellent customer service | E |
| Experience of communicating, liaising and working with a variety of staff & volunteers, stakeholders and contractors | E |
| Experience of working in the Voluntary or Community Sector | **D** |
| Experience of dealing with confidential and sensitive information and working to the requirements of the Data Protection Act 2018 | **E** |
| Experience of using cloud-based recording systems | **D** |
| Previous experience of minute taking and servicing meetings and committees | **E** |
| Experience of working within Health & Social Care | **D** |
| Experience of recruiting and supporting volunteers e.g. processing application forms, undertaking checks , interviewing and inducting volunteers and offering first line support | D |
| Knowledge & Skills |  |
| Well practiced organisational skills including the ability to prioritise work, balance conflicting priorities, monitor progress and exercise judgement about chasing progress as necessary | **E** |
| Strong IT skills including a high level of proficiency in common software packages e.g. Microsoft Office Word, , Excel, and Outlook | **E** |
| Accurate data inputting and experience of database and record management | **E** |
| Excellent written communication skills. A good knowledge and practical use of the English language and grammar to draft letters and emails, briefing notes etc. with high attention to detail | **E** |
| Produce emails, letters and other written communications using a variety of formats for external use including social media | **E** |
| Produce and update service procedures and policies or instructional documentation | **E** |
| Ability to work as part of a multidisciplinary team and establish good working relationships at all levels. | **E** |
| Attributes |  |
| High level of professionalism, discretion and diplomacy in dealing with confidential information & sensitive issues | **E** |
| A good team player with a willingness to be flexible and adaptable | **E** |
| Confident and proactive with the ability to work using initiative and judgement, self-starter, ability to work independently | **E** |
| Solutions-focused with a commitment to delivering high quality services | **E** |
| Commitment to continuous professional development | **E** |
| Other requirements |  |
| Ability to travel within Greater Norwich to stock take, general cleaning & maintenance of the SOS Bus Fleet including Earlham Fire Station, Castle Quarter, Norwich Big Yellow Self Storage. | E |
| If over the age of 25 years with a minimum of 2 years driving experience, a willingness to learn to drive all three of the SOS Bus vehicles. | D |