



VETERANS OUTREACH SUPPORT (VOS) CHARITY COORDINATOR

ROLE DESCRIPTION & PERSON SPECIFICATION

Role Title: Charity Co-ordinator (CC)

Accountable to: Finance Manager (FM)

Liaison with: VOS management, staff, volunteers, service users, delivery partners and other external bodies as required.

Overall Purpose: To support the Chief Executive by providing a wide range of administrative support, including diary management, HR tasks, meeting planning, and team coordination. Acting as a main point of contact for the CEO, the CC will deal with both internal and external stakeholders and ensure that CEO can effectively deliver his responsibilities by having logistical and diary support and reporting processes in place—the opportunity to support project coordination, finance including fundraising, as required.

Hours: Part-time: 25-30 hours per week

Salary: Dependent on experience

Leave: 25 days + Public Holidays (pro rata)

Location: Portsmouth HQ, other VOS locations as well as home working

VOS is a UK registered charity that offers welfare, wellbeing, mental health and substance misuse recovery support and services to veterans of the UK Armed Forces and the Merchant Navy and their partners in Portsmouth, Hampshire, and the Isle of Wight. Support ranges from telephone and face to face welfare advice to peer-supported activity and social groups, mental health support and therapies. Monthly Drop-Ins in Portsmouth and Newport (IOW) also bring together a wide range of delivery partners and other charities for the provision of comprehensive one-stop shop welfare, wellbeing, and mental health support for service users, in a warm and friendly environment.

ROLE DESCRIPTION

Chief Executive Support - Main Duties and Responsibilities:

1. Support the Chief Executive with diary management, correspondence, and travel.
2. Act as the primary internal and external point of contact for the Chief Executive.
3. Act as Secretary to the VOS Board of Trustees (administration) and various sub-committees and leads, supporting the CEO in scheduling, agenda setting and minute taking and action recording.
4. Schedule team and management meetings and produce accurate minutes and trackable actions from each.
5. Coordinate business admin activities, such as annual Insurance renewals.
6. Act as the lead for Health and Safety matters relating to the charity, working with the charities external H&S supplier.
7. Manage other board member requests as appropriate.
8. Support FM and CEO with communication with regulatory and compliance bodies (e.g., Charity Commission, Companies House) and the submission of relevant returns.
9. Coordinate monthly VIP briefs working with CEO and others to issue invites, manage responses and liaise with hotel staff regarding room booking and refreshments.

Office & Team_Support_ - Main Duties and Responsibilities:

1. Support Deputy CEO to update policies and procedures.
2. Support the Finance Manager in general bookkeeping tasks.
3. Support fundraising activity by assisting the Finance Manager in research and maintaining a fundraising and reporting calendar.
4. Support in fundraising, providing inputs to grant and trust applications.
5. Support in external communications and marketing activities.
6. Build and maintain relationships with internal and external stakeholders.
7. Undertake any other reasonable duties as required.

PERSON SPECIFICATION

Essential:

1. Excellent communication skills both verbal and written.
2. Excellent administration and organisational skills.
3. Experience in minute-taking, report writing and presentation preparation.
4. Comfortable and confident communicating across a wide range of stakeholders, including with a Board of Trustees.
5. Excellent computer skills and proficiency in Microsoft Office 365 suite.
6. Excellent attention to detail, but able to see the bigger picture.
7. A self-starter with a good grasp of priorities, and competent planner.
8. A team player, willing to help and support colleagues when needed.
9. Strong commitment to equality, diversity, and inclusion.
10. Able to handle sensitive and confidential data in the strictest confidence and be compliant with GDPR.

Desirable

1. Experience of working in the charity sector.
2. Experience of supporting a Chief Executive or similar level senior manager.
3. CIPD HR qualification, or equivalent experience.
4. Trust or Grant writing experience.
5. Experience of supporting a Board of Trustees.
6. Experience and/or some knowledge of Health and Safety (training will be provided).
7. An understanding of good governance in the charity sector and the legal frameworks that charities must comply with.
8. Knowledge of veterans' issues and being a strong advocate for their support.
9. Experience and/or knowledge of staff performance, development, and training records.
10. A good sense of humour.

Responsibilities:

The responsibilities and activities in the job description are indicative but not exhaustive and may be expected to change as the organisation develops. The post-holder will be expected to adapt to changing requirements.

Data Protection Act:

The successful candidate will be aware of the Data Protection Act and the General Data Protection Regulations and adhere closely to confidentiality and data protection protocols in the communication of personal information within the charity and between services.

Safeguarding:

All VOS staff have an individual responsibility to safeguard and promote the welfare of individuals and must know what to do if they are concerned that there is an adult is at risk of being abused or neglected. Adherence to the Safeguarding Policy is mandatory for all staff.

Health & Safety:

The successful candidate will be required to take reasonable care for their own health and safety and that of other persons who may be affected by any act(s) of omission. They are also required to co-operate with all staff to ensure that all statutory regulations, policies, Codes of Practice, and departmental safety procedures are adhered to and to attend relevant training programmes.