



Job Description



Job Title:	Operations and Development Assistant
Location:	Fife – Office Based
Hours:	Full Time 37.5 hours (negotiable)
Salary:	£24,570
Responsible to:	Service Manager
Key working Relationships:	Service Manager, Head of Operations, CEO, Advocacy Team

Our mission is to support disabled and disadvantaged people of all ages in transformational and empowering ways to live fulfilling and inclusive lives.

About the organisation:

Circles Network is a UK wide voluntary organisation renowned for building inclusive communities on the foundations of justice, advocacy, empowerment, and friendships.

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Our work is organised into four key segments:

- Circles Community
- Circles Advocacy
- Circles Equine
- Circles Academy

We are dedicated and passionate individuals who are committed to delivering the highest quality support with the values of inclusion at the heart of everything we deliver.

The Values of Inclusion

All the work carried out by Circles Network is underpinned by a strongly held set of values and beliefs known as the values of inclusion. This philosophy, where all people, regardless of ability, are seen to be citizens of worth, drives us in our mission.

We believe that:

- everyone has a voice and the right to be heard
- all people have dreams and aspirations
- all people have capabilities and qualities
- all people should have power and control over what they do now and in the future
- the whole community can benefit from embracing diversity
- all people should have the opportunity to lead ordinary and valued lives
- all people have the right to live in and be part of the community
- all people need friendships and independent relationships, a natural support network

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Summary:

To assist the Service Manager and colleagues by providing support in this varied role.

- Lead on administrative activities within Fife.
- Support with the development of new services and supports.
- With a basic understanding of advocacy, you will support advocates in their role by attending visits alongside them as required.
- You will maintain and utilise statics and data to produce reports.
- Handle calls in a professional manner and signpost where appropriate.
- Seek opportunities to network and build presence of Circles Network.
- Attend events and deliver presentations to raise awareness and gain support for the organisation.
- To prepare financial information for invoicing as needed.
- Find opportunities to fund raise and identify funding opportunities for new projects.
- Be willing to do what is needed to start-up new projects and services, even if this is outside your normal working role.

Main duties and responsibilities:

- To maintain accurate records in a clear and concise manner with strict adherence to confidentiality and data protection policy.
- To have a professional manner at all times.
- To be confident and competent in representing the organisation at meetings and events.
- To produce and deliver high quality presentations to a wide range of audiences.
- To attend advocacy meetings alongside an advocate.
- To support with allocation of advocacy issues in the absence of the Service Manager.
- To have good knowledge of services in the local area to enable you to signpost effectively.
- To contribute to the communication and planning processes within Circles Network.
- To produce and contribute to accurate written reports on work relating to the service.
- To maintain regular social media posts and website content relating to the services.
- To seek out and support in applying for funding applications and fundraising opportunities.
- To manage petty-cash within the office.
- Support the Service Manager with project start-ups.

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- To always uphold the values of the organisation.
- Any other tasks commensurate with the work of the service in agreement with your line manager, Lead Advocate and the CEO.

Person Specification:

Qualifications, Experience and Training:

- To have a driving licence or have the ability to travel to multiple locations.
- High level of proficiency in Microsoft Office 365.
- Experience in working as part of a team and/or in a varied and busy role.
- Experience of working in a human service-related field.
- Experience/understanding of advocating for self or others.
- Experience with handling confidential data sensitively and in line with data regulations and legislation.
- Experience of producing a high standard of report writing.

Personal Attributes:

Competence – *To have the ability to carry out your work efficiently and effectively.*

- Strong communication skills.
- High standard of English language use.
- Prepare and deliver presentations.
- Be non-judgemental.
- Willingness to learn.
- Ability to interpret and apply the principles of legislation to 'real life.'
- Effective IT skills.
- Initiative in the absence of immediate direction and support and preparation to call on assistance as required.
- Demonstrate a high level of accuracy and attention to detail.
- Show effective time and stress management skills.
- Demonstrate logical thinking.

Commitment - *To show dedication and attentiveness towards those you support and the wider organisation.*

- Demonstrate a flexible attitude towards working hours; this may include some evenings and weekends.
- Show good time management and personal management.
- Demonstrate continuous drive towards personal and service improvement and growth.
- A true belief in the values of inclusion and a passion to support people to uphold them.
- Participate in initiatives to further develop advocacy services across Scotland and the rest of the UK.

Care and Compassion - *To understand how other people may be feeling, showing concern/interest in their issues and lives.*

- Demonstrate how you have taken on an advocacy role in your current work/personal life.
- Demonstrate an attitude which celebrates and respects differences.
- Show ability to deliver a warm, welcoming, and diplomatic approach.
- The ability to actively listen & respond to people.

Communication - *To be able to successfully share ideas, feelings, and information.*

- Have good spoken and written communication skills.
- Possess exemplary interpersonal skills, demonstrating a diplomatic style of communication.
- Demonstrate an ability to communicate with people who have difficulty expressing themselves for whatever reason.

Creativity - *To use imagination and original ideas to support the development of your work.*

- To create or use accessible materials to support different communication styles and preferences.
- To demonstrate an ability to develop different ways of engaging with people from diverse backgrounds, including in group settings, so they feel at ease, can share their views, and take control of their lives.

Intuition and Self Awareness - *To understand instinctively those you support and be aware of the impact you have on others.*

- Experience and knowledge of how to manage conflict and perceived challenging behaviour.
- Show patience, tact, diplomatic and approachability.
- To stay calm in difficult situations.
- Be aware of yourself and take steps to safeguard your wellbeing.

Authenticity and Integrity – *to be an honest and genuine person.*

- To be friendly and approachable.
- To have or be willing to undertake a Protecting Vulnerable Groups criminal records check to evidence that you are not a risk to vulnerable people.
- To understand the need for clear boundaries while supporting people and demonstrate how this may be identified within your work practice.
- To be critically reflective and committed to professional development, coaching and appraisal processes.

Connection - *to show connection in your relationships.*

- To remain independent and as neutral as possible and work within the expressed interests of people we support.
- To develop trusting relationships with everyone you work with both advocacy partners, agencies and to work positively with professionals to ensure the organisation is well represented.
- Demonstrate your ability to work in a team.

- To have good local knowledge of the systems and services available in Fife and beyond.