

JOB DESCRIPTION

Job title Group Support Officer

This is one of four posts within the Tools for Self Reliance UK programme team. The programme includes managing all aspects of volunteering, shipping of refurbished tools, publicity, and awareness raising. Whilst each post has specific responsibilities it is expected that post holders will work as a team to ensure the success of the programme.

Grade 2

Job purpose To support and develop the network of around 70 local groups and 100 tool collectors throughout the United Kingdom, particularly with technical support.

To work as part of a team developing policies, systems and procedures in support of the UK programme.

Main duties and responsibilities

Group support

Work with the Group Support and Publications Manager to:

- Maintain regular contact with groups, including visits, identifying group needs and encouraging groups in refurbishing quality tools to send to African artisans.
- Provide technical advice and support to new and existing groups.
- Identify and address groups' technical skills training needs.
- Assist in production of technical instructions and other training resources.
- Allocate requests for toolkits, and monitor their progress (including providing quality control feedback) in line with established procedures.
- Maintain a groups database, keeping records accurate and up to date.
- Advise groups on Health and Safety.
- Plan and support local and regional events, particularly training events, with Tools for Self Reliance groups.
- Encourage the formation of networks between Tools for Self Reliance volunteer groups, including encouraging new groups especially in under represented areas.
- Recognise the contribution of volunteers.
- Encourage groups to plan and extend their awareness raising and fund-raising work.

General duties

- To be responsible for ensuring that all the above activities are carried out within an agreed budget.
- To monitor and evaluate the programme in conjunction with other staff members.
- To help to represent and promote Tools for Self Reliance throughout the UK.
- To share in the running of Tools for Self Reliance by answering enquiries, public speaking, and maintaining the office.
- To undertake other duties as required by the Chief Executive Officer.

Group Support Officer

Supervisory responsibility

The postholder will occasionally have supervisory responsibility at events.

Supervision received

The postholder will be responsible to the Chief Executive Officer.

Absence from home

The postholder will be expected to travel around the UK on a regular basis. This will involve staying away from home at least 21 days per year. The postholder will also be expected to work outside normal office hours, as and when required. Time off in lieu arrangements will apply.

Special conditions

The post holder must have a current driving licence and is desired to obtain a First Aid and Health and Safety certificate.

Person specification

Essential

- Experience of working with volunteers, and able to relate to people of different ages, backgrounds and cultures, including people with special needs.
- Ability to supervise the work of others.
- Good knowledge and ability to repair and refurbish tools, or a willingness to further these skills.
- Demonstrable understanding and experience of issues surrounding development.
- Demonstrable ability to communicate at a high level, including the ability to put ideas and information across clearly and the ability to listen and respond sensitively.
- Demonstrable ability to organise and prioritise workload.
- Basic budgetary skills and able to work with limited resources.
- Demonstrable ability to work as part of a team and on own initiative.
- Empathy with the purpose and values of Tools for Self Reliance and an ability to generate enthusiasm for these among volunteers.
- Working knowledge of Microsoft Office suite.

Desirable

- Experience of living in developing country.