

**TOGETHER
ACTIVE**

Staffordshire & Stoke-on-Trent

BUSINESS SUPPORT OFFICER

RECRUITMENT PACK

December 2024



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DECEMBER 2024



Dear Applicant

Thank you for your interest in the position of Business Support Officer at Together Active, a leading charity in Staffordshire and Stoke-on-Trent focused on designing out inactivity in our region.

The Business Support Officer will be a key part of Together Active, helping to ensure everything runs smoothly. You'll provide essential business, operational, and governance support that allows the team to do their best work. You will also be the go-to person for supporting Board and committee processes, making sure all governance standards are met. It's all about helping the team thrive in a collaborative, inclusive, and creative environment.

This is an incredibly exciting time to join our organisation. We have been through a significant transformation and are reshaping how we work to ensure we are able to reach the people who would most benefit from our support. We've launched a new strategy and have a whole new team to help deliver our outcomes.

Our plans are challenging, exciting and ambitious because they have to be. If you believe we can help improve people's life outcomes by ensuring they are not left out of the systems and structures that should exist to support them, we want to hear from you.

Being accredited by the Race Code is one of the ways we demonstrate our commitment to becoming an anti-racist organisation but we still have a long way to go and much to do. Equality and diversity achieved through equity is important to us. We recognise our organisation is currently underrepresented by black and minoritised people, LGBTQIA+ people, and people with a disability. If you identify with any of these characteristics, your application is especially encouraged. We also are keen to encourage applications from people who may have faced social exclusion or are from a background where this has been the experience of your household.

Yours faithfully,

A handwritten signature in black ink, appearing to read "C. Jones".

Carly Jones

Chief Executive



Who we are

Where we've come from

We were originally formed as a County Sports Partnership and operated under a local authority. After almost 20 years as Sport Across Staffordshire and Stoke-on-Trent, we were keenly aware that if we wanted to support the people who need us the most, we had to shift our focus. Our ambitions were not just about sport but in ensuring that everyone has the opportunity to be active in the way that works for them. And in doing so, we could create more opportunities for people to live happy, healthy lives. So, in 2020 we took the step to register as a charity, and became **Together Active**.

Where we are today

Together Active is an Active Partnership, which means we benefit from being part of a network of 43 organisations whose purpose is to tackle inequality through the lens of physical activity. Today, we work to make sure that the right systems and services exist for people to be able to lead happy and healthy lives.

Our **aims** are to:



Work with partners to improve the prevention pathway for mental health



Test new ways of working with socially excluded groups to increase opportunities for them to be active



Prove that physical activity has a critical role to play in community development

Both our new strategy and our Theory of Change are clear that our focus of our work must be in Stoke-on-Trent for the foreseeable future, with further targeted work in areas of highest deprivation across wider Staffordshire. We know that if we achieve our aims, we can collectively reduce the strain on health and social care services and support an early intervention approach. This in turn will help to create meaningful improvements to the lives of the people in Staffordshire and Stoke-on-Trent.

Together Active does not directly deliver services and our role is in ensuring we create the conditions and space for existing organisations, brilliant at what they do, to keep doing it. We work in a systemic way to tackle the structural issues that prevent access to physical activity and connect strategic decision makers to the real life experiences of the people they work for.

Our Vision

Design out inactivity across Staffordshire and Stoke-on-Trent

Our new strategy covers the period 2024-2030. Our focus is on the people that are most likely to feel the impact of structural inequality preventing or limiting their ability to lead an active, healthy life. Our aim is to use physical activity as a vehicle to keep people included.

Our approach is based on universal proportionalism. That means we'll allocate our resource where it's needed the most. This is based on evidence, data and experience. In our region, poverty disproportionately impacts the residents of Stoke-on-Trent compared to the wider county of Staffordshire. That's why we will work more in Stoke-on-Trent than any other part of the region for the duration of this strategy.

We know how household income intersects with other inequalities people experience has a big impact on how active they can be. That's why we'll also be focusing on people who experience or are at risk of exclusion because of their:

- Gender
- Race and/or cultural heritage
- Physical Disability
- Lower Income
- Experiences of mental distress or a mental health condition



Our aim is to use physical activity as a vehicle to keep people included

Carly Jones, CEO



How we value you

At Together Active we know that our people are our most valuable asset. We have recently launched our **People Plan** that sets out how we put the welfare and wellbeing of our staff at the heart of the organisation. In addition to fair salaries with clear opportunities for pay progression, we offer the following benefits:

- Generous annual leave allowance: **27.5 days** upon commencement of employment plus bank holidays. This rises by an additional **1 day of leave per year** after 2 years of continuous employment, up to an additional 5 days leave in total. (Pro rata for part time staff)
- Three concessionary days leave over Christmas and New Year (pro rata for part time staff)
- Death in service scheme up to the value of three times actual salary
- Volunteer day to spend either as a team or individual helping out with an organisation or cause you select
- Up to **8% employer** contribution to pension scheme
- Reimbursement of the cost of a standard eye test as a user of visual display equipment
- Access to **Cyclescheme**
- Annual CPD courses offered by Staffordshire University
- Online skills training platform - for employees to use to broaden their professional and personal development across a range of online courses.
- Access to counselling service.

We are committed to working flexibly and we mean it. Most people in our team are hybrid workers and we tend to congregate in the office approximately twice per week. We are focused on outcomes and the impact that we make, not counting the minutes you're sat at your desk.

Our office is based at Staffordshire University in Stoke-on-Trent which is a short walk from Stoke-on-Trent train station. There are electric charging points on campus for electric vehicles and parking permits can be purchased to minimise costs.

Each applicant will be individually assessed regardless of age, gender, ethnicity, sexual orientation, disability, religion or belief and we will use positive action on the basis of race and/or disability in the case of a tie break situation.



**We know
our STAFF
are our most
valuable asset**

The Role

Role Profile: Business Support Officer

Reporting to: Business Operations Manager

Salary: £25,000

Hours: Full-time, 35 hours per week

Location: Hybrid (between our office, at home and across Staffordshire)

Role Summary

In this role, you'll be a key part of Together Active, helping to keep everything running smoothly. You'll provide essential business, operational, and governance support that allows the team to do their best work. You'll also be the go-to person for supporting Board and committee processes, making sure all governance standards are met. It's all about helping the team thrive in a collaborative, inclusive, and creative environment.

Role Outcomes

1. **Team Support:** The Together Active team can rely on you for administrative support, so they can focus on their core responsibilities while you handle the business support tasks with ease.
2. **Organised Board & Committee Meetings:** Meetings run smoothly, with all governance needs taken care of, so everything is in place for informed decision-making.
3. **Effective Processes:** Admin and operational tasks are simple, efficient, and help the team work more productively.
4. **Compliance assured:** Pre-employment checks and HR records for staff and volunteers are completed and updated correctly, ensuring compliance with legal and organisational standards.
5. **Event Support and Coordination:** Events are planned and executed seamlessly, with all logistics and on-site needs addressed effectively.

What does this mean day to day?

Your duties will tie directly to the outcomes above, and you'll have plenty of freedom to manage these tasks in a way that works best for you. With guidance from your line manager, you'll be empowered to find creative solutions while working in a collaborative, inclusive, and compassionate team environment.

- General Business, Operational, and Administrative Support
- Help with event coordination, from setting up events to liaising with external organisations, and providing on-site support when needed.
- Take care of the daily admin, including scheduling meetings, keeping office supplies stocked, and making sure the office environment runs smoothly.

- Manage Together Active's inboxes and SharePoint: responding to enquiries and passing messages on to the right team members, and making sure our information is organised and easy to find.
- Work with external partners to make sure we get all the documents we need for projects in a timely manner.
- Assist with team logistics, including travel arrangements, organising team meetings.
- Handle office management tasks, like managing supplier relationships and ordering office equipment.
- Ensure pre-employment checks for new staff and volunteers are completed efficiently.

Board, Committee, and Governance Support

- Provide support for Board and committee meetings, including scheduling, preparing agendas, sending out papers, and taking minutes.
- Keep all governance-related documents, like Board packs and meeting minutes, organised and up to date.
- Coordinate the logistics of Board and committee meetings, making sure everyone's well-prepared and informed.
- Help prepare reports and documents for the Board to review and make decisions.

Line Management Responsibilities

This role might involve supervising volunteers, helping them feel supported and engaged.



Person Specification

Essential

1. Excellent communication skills.
2. A good standard of written and spoken English.
3. Ability to build strong relationships.
4. Strong organisational and time management skills with the ability to manage multiple tasks and deadlines efficiently.
5. Previous experience in administrative or operational roles, ideally in non-profit or community organisations.
6. A proactive, creative, and enthusiastic approach to work
7. Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint).
8. Sense of humour and displays humility.
9. Excellent attention to detail.
10. Professional, collaborative and understands the importance of being a team player
11. Creative and adaptable

Desirable

1. Experience of working in the voluntary sector.
2. Experience in planning events.
3. Lived experience of issues facing our communities.

We value diverse experiences and are keen to hear from candidates with transferable skills. If you don't meet all the criteria above but believe you have the potential to excel in this role, we encourage you to apply.



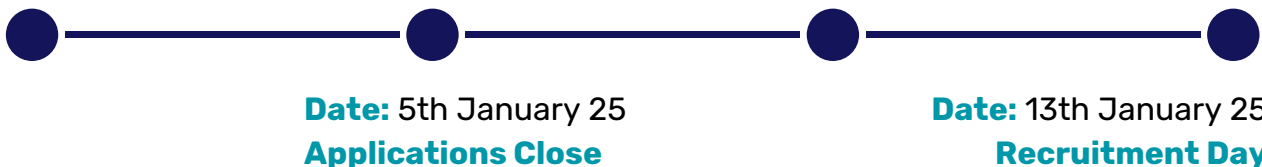
How to Apply

- ✔ Please download and complete the application form and equality monitoring form. We will not accept CVs or cover letters. Your completed application should be returned to hr@togetheractive.org
- ✔ If you have accessibility requirements and need to submit your application in an alternative form, contact us by emailing hello@togetheractive.org
- ✔ Your application will be assessed based on how well you meet each element of the person specification, so please use concrete examples to illustrate this

Recruitment Timeline

Date: 16th December 24
Applications open

Date: 6th January 25
Shortlisting



If you'd like an informal chat about the role or have any questions, please contact us using the email address provided above.

We greatly appreciate the time and effort people take to apply for roles. However, due to the small size of our team, we unfortunately cannot provide feedback to candidates at shortlisting stage. If you have not heard from us within two weeks of the closing date, please assume you have been unsuccessful on this occasion.

Together Active are committed to Safeguarding and Promoting the Welfare of the communities we work with. We expect all staff and volunteers to share this commitment and to undergo appropriate checks, according to role which can include an enhanced DBS check.

TOGETHER ACTIVE

Staffordshire & Stoke-on-Trent




Contact Us :

 hello@togetheractive.org

 www.togetheractive.org

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