

**TOGETHER
ACTIVE**

Staffordshire & Stoke-on-Trent

BUSINESS SUPPORT OFFICER

RECRUITMENT PACK

NOVEMBER 2025



TOGETHER ACTIVE

Staffordshire & Stoke-on-Trent

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Dear You (Whoever you are)

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

Warmly,

A handwritten signature in blue ink, appearing to read "Carly Jones".

Carly Jones
Chief Executive



Who we are

We're Together Active, a charity working across Staffordshire and Stoke-on-Trent to make it easier for people to be active in ways that fit their lives.

We focus on the systems that shape who gets included, and who doesn't. That means looking beyond individual behaviours to understand how policy, funding, culture, and place shape people's choices, freedoms, and access to movement. We support local organisations, influencing decision-makers, and helping the system work better for the people it serves.

We began nearly 20 years ago as a County Sport Partnership, hosted within local government. In 2020, we became an independent charity so we could make tackling inequality our core purpose. Today, we're part of a national network of Active Partnerships, but our work is grounded in the needs and realities of our region.

Our focus is where exclusion is most deeply felt: in Stoke-on-Trent and the parts of Staffordshire where poverty, poor health, and marginalisation have shaped daily life for too long. We don't deliver programmes. We don't duplicate what's already working. Instead, we build the conditions for long-term change, by connecting people, making sense of complexity, and helping good work take root.

We believe that being active, being connected to your body, your community, and your choices, shouldn't depend on your postcode, income, health status, or identity.

That belief runs through everything we do.

Our aims



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

Our Vision

Design out inactivity across Staffordshire and Stoke-on-Trent

We work to make movement possible for everyone, especially where it's been made most difficult.

We focus on the people most likely to be excluded: those living on low or no income, with poor health, discrimination, or long-term structural disadvantage. Our strategy for 2024-2030 centres on Stoke-on-Trent and the parts of Staffordshire where inequality is most entrenched.

We use a principle called **universal proportionalism**: everyone should have support, but some people need more.

This is long term work. It's about shifting how systems behave, not delivering quick fixes. That means listening closely to lived experience, using data with care, and building partnerships that last. It also means being honest about where things aren't working, and brave enough to change them.

Our priority groups

- Low or No Income, intersecting with:
- Race and/or cultural heritage
- Physical Disability
- Gender
- Experiences of mental health 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

We're committed to building a team that better reflects the communities we work with. That means making equity part of everything we do, including how we recruit, support, and develop our people.

We know we have more to do. Our current team doesn't yet reflect the diversity we want to see, and we're actively working to change that. If you identify as disabled, neurodivergent, LGBTQIA+, from a global majority background, or have experienced exclusion in other ways, we especially encourage you to apply.

Every application is assessed on merit. Where candidates are equally qualified, we may use positive action in line with the Equality Act to support candidates from underrepresented backgrounds, particularly in relation to race and disability.

We offer

- 27.5 days of annual leave (plus bank holidays), rising with service
- Three additional leave days over Christmas
- Up to 8% employer pension contribution
- Enrolment with a health plan subscription
- Volunteer day
- Cycle to work scheme
- Access to counselling services
- Death in service benefits
- Professional development opportunities
- An annual CPD allowance
- A library of online learning tools
- Flexible working where you're trusted to manage your time
- And a working environment where curiosity, challenge, and care are welcomed

We care about the work, but we care about the people doing it too. We know how demanding system work can be. It requires patience, creativity, and emotional labour. That's why we're serious about building a culture that's rooted in our values of **compassion, creativity, inclusivity, and collaboration**.

Our team works flexibly, with a mix of home, office, and in-person time across Staffordshire. We focus on outcomes, not hours at a desk. We'll agree what works best for you and the role together. We're based in Stafford, but our work takes us all over the county, and candidates will need to be able to work flexibly to support that.



We value people
for **who they**
are, not just
what they do

The Role

Role Profile:	Business Support Officer
Reporting to:	Business Manager
Salary:	£25,000 - £30,000 pa
Hours:	35hours per week
Location:	Hybrid

Role Summary

In this role, you'll help keep Together Active running smoothly every day. You'll give important support to the team with business, office, and governance tasks, so everyone can do their best work. You'll also help organise meetings for the Board and committees, making sure everything is done properly and on time. You will thrive on being organised and never missing those finer details. Most of all, you'll be part of a team that works together in a friendly, inclusive, and creative way.

Role Outcomes

- 1.Our Team Feels Supported:** 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.

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 does not currently have direct reporting lines but may be involved in support and supervision for other key roles across the partnership including volunteers as the work develops.

Who we're looking for

- Great Organisational Skills: You're someone who can juggle multiple tasks and keep things running smoothly, all while staying organised and making sure everything's spot on.
- Clear Communication: You know how to get your message across clearly, whether you're chatting with the team or external partners. Your communication helps everything tick along nicely, from HR to admin and governance.
- Admin Experience: You've had experience doing admin work, whether it's booking meetings, keeping records up to date, or helping out coordinating Board and committee meetings.
- Tech-Savvy: You're comfortable using tools like Microsoft Office and CRM systems to keep things on track and data organised.
- HR Know-How: You've got a good understanding of HR basics – like running pre-employment checks (DBS, right-to-work), and keeping staff records in line with legal requirements.
- Problem Solver: When issues pop up, you're quick to sort them out calmly and efficiently to help the team stay on course.
- Attention to Detail: You've got an eagle eye for detail and make sure all paperwork, from HR to governance, is accurate and well organised.
- Self-Starter: You can take the reins and get things done without needing someone to look over your shoulder.
- Inclusive & Compassionate: You treat everyone with respect, and you're committed to fostering an inclusive and supportive environment where everyone feels valued.
- Team Player: You're great at working with others, supporting your team, and bringing positivity to the workplace.
- Adaptable: You're flexible and able to handle changes as they come, keeping on top of different tasks as priorities shift.

Desirable Criteria

- You might have previous experience in a similar role in a charity setting
- Experience of event planning



We know people gain skills in different ways. Whether your experience comes from paid work, volunteering, community organising, caring responsibilities, or less traditional routes, we value it all equally. There are no barriers to how you show you meet the requirements for this role. You'll be assessed against the person specification, so please make sure your application clearly speaks to the qualities and experiences listed there.

As part of our commitment to inclusion, we know that written applications can be a barrier for some, but we really value getting the right person for every role. So, we offer a short informal conversation with our CEO Carly to all candidates as part of our shortlisting. This helps us understand you better, surface skills and experiences that might not show in an application, and give you a chance to ask any questions you have.

If you're unsure whether this is for you, apply anyway. If the work speaks to you, we want to hear from you.

How to Apply



Please submit your CV and a cover letter to **HR@togetheractive.org**



If you have accessibility requirements and need to submit your application in an alternative form, contact us by emailing **HR@togetheractive.org**.



When you apply, tell us about how your experiences connect with what we've described in this pack. Real examples help us understand how you think and work.

If you've got questions about the role or want to talk it through informally, just drop us a line at **HR@togetheractive.org** or call **Jade Harris on 07484080284**.

We're running a rolling recruitment process, so if your application feels like a good fit, we'll be in touch within a reasonable time frame (ideally a week) to arrange a conversation.

Unfortunately, we're a small team and can't offer feedback to everyone at the shortlisting stage, but we really do value the time and thought people put into applying.

Together Active is committed to safeguarding and promoting the wellbeing of the communities we work with. All staff and volunteers are expected to share that commitment. Depending on the role, this may include an enhanced DBS check.

TOGETHER ACTIVE

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