



JOB DESCRIPTION

Title	Business Support & Facilities Officer (Maternity Cover)
Salary	£25,130
Hours	Full time, 37 hours per week (part-time or secondment will be considered)
Holidays	28 days per year plus statutory holidays and two trustee days – pro rata
Location	Hull office(s)
Tenure	To cover maternity leave, expected to commence 18th August for a period of 9 months (subject to change).
Responsible to	Operations Manager

Purpose of post

To support Forum CIO's Staff Team with comprehensive and efficient administrative and operational support and to act as the first point of contact for external enquiries. To provide facilities management to Forum's two Hull sites (Lowgate House & Princes Quay).

Roles and Responsibilities

- To act as the first point of contact for Forum CIO in terms of telephone, email and website enquiries.
- To provide general administration support to the Forum Team, including diary management and the organisation of meetings and events as and when required.
- To assist with day-to-day activities and events at PQ including note-taking at meetings, organising refreshments, stock control and helping colleagues.
- To assist with day to day activities at Lowgate including note-taking at meetings, organising refreshments, stock control and helping colleagues.
- To signpost incoming telephone calls and correspondence to relevant agencies and staff.
- To maintain appropriate office systems and procedures, including ordering stationery items and maintaining stock.

- To act as the first point of contact for operational issues in terms of the Hull office and to escalate these as required.
- To provide administrative support for the organisation of training courses and events on behalf of Forum CIO, including registration, room hire, catering and the production of course materials.
- To participate in relevant training and continuous professional development activity as agreed with line management.
- To participate in and contribute to Forum staff meetings, and internal organisational development events.
- To undertake any other duties commensurate with the post as may be required.

June 2025

Person Specification

Business Support & Facilities Officer

Below is a list of key skills and attributes that are desirable for this post. We will assess how candidates meet these requirements through application forms and personal statements, and where applicable at interview.

Knowledge
Understanding the work of Forum CIO and its projects
Knowledge of the work of the wider voluntary and community sector
Skills and experience
Experience of administration within an office environment
Experience of managing enquiries from a range of different stakeholders
Experience of supporting the organisation of events, training and conferences
Excellent IT skills including use of Microsoft Office Suite, emails and the Internet
Strong written and verbal communication skills
Personal attributes
Committed to continuous learning and development
Approachable with strong listening skills and the ability to motivate and support others
A commitment to equality and diversity and promoting inclusion
Self-starter, able to work both independently and as a team player
Able to recognise and work within confidentiality boundaries
The ability to manage own workload effectively and to deliver outcomes within set timescales through excellent time management skills
The ability to work flexibly and prioritise effectively whilst managing competing demands