



# Development Officer

## Job Information

### About Hunts Forum

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Hunts Forum is an independent registered charity set up by local organisations in the 1970s to provide a central source of expert help and advice for local groups. Our purpose is to support charitable organisations by providing them with the tools they need to set up and grow. We provide training, one-to-one support and advice to help the community and voluntary groups develop and grow in Huntingdonshire and Fenland.

We are also a part of Support Cambridgeshire, a county-wide partnership with Cambridge CVS and Cambridgeshire ACRE to provide services across Cambridgeshire.

Hunts Forum manages the Maple Centre, a local voluntary sector hub, and our reception welcomes everyone arriving into the building.

Our services are classified under three broad headings.

#### Representation

We act as a voice for voluntary groups in our area, contributing to all the central committees and partnerships that meet to determine public policy and action in Huntingdonshire, Fenland and the County.

#### Networks

We bring groups together to provide communication support for themed and geographical networks. We provide regular bulletins and access to consultations.

#### Organisation Development

We provide training and one-to-one development sessions to enable community & voluntary groups to become stronger and more sustainable.

## Staff structure

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**Julie Farrow**  
CEO

### **DELIVERY & PROJECTS**

**Kathryn Shepherdson**  
Deputy CEO

**Keith Johnson**  
Senior Development Officer

**Communications Officer**  
New Post

**Debbie Drew**  
Fenland Engagement Lead

**Development Officer**  
New Post

### **FINANCE & ADMIN OFFICE**

**Louise Prosser**  
Finance Manager

**Dawn Ryder**  
Maple Centre Receptionist

**Jackie Goodrum**  
Maple Centre Cleaner

## About this role

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This is an entry-level role for someone looking to develop their career into the local voluntary, community and social enterprise (VCSE) by supporting it to grow and develop.

This role is about developing Hunts Forum capacity to support our members and deliver a first-rate service to our communities. It is also about developing new talent, which will enrich the VCSE moving forward.

This individual will be required to bring new ideas and knowledge into the sector. In return, they will receive the opportunity to learn on the job, allowing them to become experts in their chosen field.

## Job Details

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Job title:	Development Officer (Entry Level)
Contract:	Initially 24 months fixed term with the possibility of extension subject to funding
Hours of Work:	37 hours per week
Salary:	£21,000 per annum
Responsible to:	Senior Development Officer

Location: Maple Centre, Huntingdonshire

## Job Purpose

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- With the broader team, work with a range of local voluntary, community and social enterprise (VCSE) sector groups across Huntingdonshire to develop their skills, knowledge and practice in delivering services that support the needs and sustainability of the local communities they serve.
- To support colleagues to deliver services that support the broader communities across Cambridgeshire, including the Support Cambridgeshire partnership and Maple Centre.
- To use this opportunity to identify areas of personal interest to develop expertise that will support members and the broader VCSE within this role and into the future.

## Duties and Responsibilities

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### Supporting Members

- Support referrals from VCSE groups for advice, support and assistance in all forms
- Where appropriate, aid the design and delivery of learning sessions as part of agreed support packages
- Liaise with team members on relevant training opportunities, supporting with the development of an effective training schedule
- Working with the Senior Development Officer (SDO) to produce written support packages with identified targets and measurable outcomes
- Contribute to the development of tools and resources for defining and supporting the organisational development needs of small VCSE groups

### Developing Relationships

- Attend a range of meetings and events as required to promote services
- Oversee the administration and of our Customer Relationship Management System (CRM database)

- Maintain regular contact with members including check-up phone calls, introduction emails and any other communications.
- Initially shadow the SDO in 1-1 support meetings with members, developing relationships in order to develop your skills and experience
- Liaise with new members to develop the quarterly online news bulletin 'In The Loop'
- With the team develop member and stakeholder forums and lead on the organisation of these

### **Administration**

- Contribute to maintaining our Customer Relationship Management System (CRM) database of contacts and records of support provided to groups, organisations and individuals.
- Ensure that the impact of the work is recorded and monitored and to provide verbal and written reports as required
- Support with the new Hunts Forum Accreditation award.
- Initially supporting the admin team with the cover of Maple Centre reception area (between 2-5 pm)
- Work with colleagues to organise the annual Volunteering Awards

### **Communications and Research**

- Follow and keep up to date with issues relevant to the broader VCSE and filter this information across the team
- To work with the Communications Officer to develop and research content for NewsForum (monthly newsletter) and social media
- Research opportunities that will be used to support members.

## Person Specification

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### Job-Related Person Specification

	Essential	Desirable
Personal Attributes	<p>A passion for developing a career in the Voluntary and Community Sector (VCS)</p> <p>The ability to build collaborative and trusting relationships with a range of colleagues internally and externally</p> <p>A keen interest in learning at least two areas of the following - fundraising, training, charity and company set-up, governance, business planning, adopting a quality system, HR policy development, finance or monitoring systems</p>	<p>Willingness and ability to travel and to work outside regular office hours</p>
Experience	<p>Evidence of positively valuing diversity, tackling discrimination and promoting equal opportunities</p> <p>Some experience of local community group/charity in the role of volunteer/paid worker</p>	<p>Extended experience of a small or medium-sized voluntary organisation (as a paid worker, volunteer, management committee member)</p> <p>Experience in organising events online or in-person</p>
Education	<p>English/Math GCSE or equivalent- Grade C/4 or above</p>	<p>Previous career/personal development</p> <p>A level</p>
Knowledge	<p>An understanding of the geography and communities of Huntingdonshire</p>	<p>Understanding of funding sources and applications processes and an interest to learn more</p> <p>Understanding of other sectors; business/ statutory/ public-facing</p>

		An understanding of online databases (Customer Relationship Databases) Knowledge of GDPR and Safeguarding
Skills	Excellent communication and interpersonal skills, including diplomacy, tact and empathy and the ability to communicate clearly at a variety of levels Methodical, organised, with sound administration and record-keeping skills A self-starter with the ability to manage a complex workload and make effective decisions.	Experience in developing dialogue with the public, councillors and senior management. Experience in writing reports and analysing data

## Shared criteria.

**These attributes are common to all Hunts Forum posts and underpin the shared responsibilities of the team and are essential criteria. Therefore, you will be required to evidence these as well as the above.**

- Committed to the charity's mission, values and operational approach
- Highly collaborative with colleagues; able to work in a small team without detailed supervision, to manage own workload, priorities and performance
- Strong organisational and administrative skills, including excellent attention to detail, effective time management and an ability to work on numerous projects simultaneously
- Willing to work in a small team and support and substitute for colleagues, adopting the shared responsibilities for each team member
- Digitally enthusiastic, IT literate, and interest to use social media and related communication tools and systems
- Excellent IT skills and a willingness to develop these with experience of using Microsoft Office tools
- Digitally adept, agile and enthusiastic; comfortable working from the office, from home, and on the move; willing and able to use available technology to support collaborative working within the team and with members and partners
- Able to represent Hunts Forum, our members, and the wider sector to external stakeholders

## General terms

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The post holder will have to be aware of and act in accordance with Hunts Forum policies, including (but not limited to) those on

- Equality, Diversity and Inclusivity
- Health and safety
- Confidentiality
- Data protection

### Annual Leave

28 days plus bank holidays

### Pension

The Post holder will be automatically enrolled into the Company pension scheme after a 3-month probationary period. Hunts Forum will make a monthly contribution of 3%.