



Job Description

Job Title: Office Support Coordinator

Grade: H pt 25–27 (£28,396 - £30,296 pro rata)

Hours: 21 hours per week

Location: Twigworth, Gloucester

Contract: Permanent (subject to funding)

1. JOB PURPOSE

The Office Support Coordinator provides core administrative and infrastructure support to ensure Gloucestershire Young Carers (GYC) runs smoothly, safely, and efficiently on a day-to-day basis.

This key role supports the wider team to deliver high-quality services to young carers and their families by ensuring compliance with key organisational processes, including health and safety, data protection, IT, and HR. The postholder acts as the first point of contact for the organisation and plays a central role in maintaining a welcoming and well-functioning office environment.

They are responsible for the day-to-day coordination of office functions, ensuring that systems, resources, and the working environment are well organised and fit for purpose. A flexible and solutions-focused approach is essential, with the postholder expected to use their own initiative, demonstrate strong problem-solving skills, and maintain a high level of accuracy in all areas of work.

The role also supports the senior leadership team and trustees by ensuring administrative tasks are completed efficiently, information is well-organised, and practical support is in place to help the organisation run effectively.

2. MAIN DUTIES AND RESPONSIBILITIES

A. Support Smooth and Compliant Operations

- Ensure day-to-day compliance with data protection, health and safety, IT and HR-related policies.

- Act as first point of contact for enquiries by phone, email or in person, signposting or escalating as needed.
- Maintain accurate records and filing systems, ensuring sensitive information is managed in line with GDPR.
- Provide administrative support to the Senior Leadership team and Trustees.

B. Office and Systems Coordination

- Oversee day-to-day functioning of the GYC office, including monitoring supplies, facilities including communication (telephones and mobile phones) and IT, and all inventory.
- Coordinate building maintenance and contractor relationships (e.g., PAT testing, fire safety checks, utilities (best price) and sanitation services).
- Monitor and update health and safety systems, including fire risk assessments, evacuation procedures, accident logs, workstation assessments, building risk reviews and lone working.
- Maintain and update organisational records and databases, including Charitylog (CLOG) and SharePoint.

C. HR and Governance Support

- Manage new starter and leaver processes including DBS checks, references, offer letters and contracts, and induction documentation.
- Maintain accurate HR records, including training, absence, emergency contacts, and vehicle documentation.
- Manage and maintain the Breathe HR database.
- Coordinate and record safeguarding, fire safety, and other mandatory training for staff and trustees.
- Administer and archive Helen's Bursary applications.
- Provide admin support to the Board of Trustees, including emails, minute taking, contact details, and DBS status.

D. Internal Communications and Administrative Coordination

- Manage the main organisation inbox, triaging and forwarding emails appropriately.
- Coordinate team-wide communications and meeting administration, including minuting internal meetings and circulating key information.
- Contribute to team learning and development by identifying and suggesting process improvements and sharing feedback.
- Support the coordination of staff wellbeing and workplace safety, including hybrid working assessments and reasonable adjustments.
- Prepare quarterly reports on staff training and sickness for the Senior Leadership team.

E. Day-to-Day Engagement with IT Support Services

- Act as the first point of contact for the team on day-to-day IT and telecoms queries (e.g. Microsoft 365), providing support in person or over the phone.
- Diagnose basic faults, resolve issues where possible, or escalate appropriately.

- Liaise with external IT support providers to ensure the effective maintenance and performance of GYC's IT systems.
- Install and configure software and hardware as required, ensuring adequate provision is in place to meet the needs of the organisation.
- Manage IT administration tasks, including backups, security settings, password resets, and setting up new users.
- Maintain accurate stock records of IT equipment and related supplies, ensuring availability and value for money.

3. GENERAL DUTIES

- Promote and model GYC's commitment to equality, diversity, and inclusive practice.
- Stay informed about and adhere to local and national safeguarding guidance and procedures.
- Take part in supervision, team meetings, and training in line with GYC's staff development policy.
- Undertake other duties as may reasonably be required within the scope and grading of the post.

4. ACCOUNTABILITY

- Reports to Line Manager as part of regular supervision and development.
- Responsible for maintaining key systems and supporting compliance across operations.

5. PRINCIPAL CONTACTS

- GYC staff and volunteers.
- Young carers and their families.
- Trustees, contractors, visitors and partner organisations.

6. SPECIAL CONDITIONS

- Commitment to maintaining confidentiality at all times.
- Office based with the opportunity to work from home as and when agreed.

This job description outlines the key duties of the post at the time it was written. The postholder may be asked to take on other duties consistent with the grading of the role and the needs of the organisation.

Signed: _____

Date: _____

