

**VCSE Sector Admin and Support - Role Description**

**HIVE Portsmouth VCSE Sector Support**

HIVE Portsmouth supports, connects and equips the Voluntary, Community and Social Enterprise sector in Portsmouth to ensure a strong, diverse and vibrant group of organisations that meet the needs of individuals and the community in the City.

The VCSE sector support team has current and relevant knowledge of the sector and any changes that take place. They facilitate communication and networking opportunities, promote sector events and activities and are a hub for information on funding and development.

This role is part of the HIVE VCSE sector support team with particular emphasis on maintaining the networks and CRM contact data for the sector and ensuring short term projects are meeting targets and submitting monitoring information.

This role is a fixed term contract for 12 months 37 hours per week £18,278

**Reporting to**

The VCSE Sector Admin and Support Role will report to the HIVE VCSE Sector Lead

**Job Description**

* Update and maintain the CRM system for VCSE activities
* Collate and maintain contact lists for the sector, ensuring they are GDPR compliant
* Support awareness of the activities of the sector and identify gaps in provision
* Respond to telephone and email enquiries to the VCSE team
* Engage with the VCSE sector in Portsmouth and triage individual requests for support
* Ensure relevant data/information is collated and presented in order to evidence progress with specific projects
* Support delivery of VCSE team events and projects
* Identify appropriate opportunities for support for the VCSE sector
* Provide relevant VCSE material for the Hive social media feeds
* Provide administrative support to the HIVE website, directory and events calendar

**Person Specification**

The VCSE Sector:

You need to have:

* Knowledge and understanding of the VCSE sector
* Experience of working in the VCSE sector
* The ability to engage with a variety of partners and stakeholders
* Experience with CRM systems and the ability to maintain information
* Understanding of GDPR and the impact on keeping information
* The ability to communicate and build relationships both internally and externally

Project Support:

* Understanding of short term project work
* The ability to meet reporting deadlines
* The ability to keep accurate and timely records of relevant work
* Knowledge of the reporting requirements of funders
* Good researching skills
* The ability to analyse performance data

Hive Team:

* Excellent organisation skills
* Flexibility and ability to contribute to multiple projects
* The ability to gather data for reports
* Expertise in the use of Microsoft products such as WORD, EXCEL and PowerPoint
* Understanding and experience of social media activity

Personal Qualities:

* Articulate and able to relate to people at all levels
* The ability and commitment to work flexibly and collaboratively with colleagues and stakeholders
* Numerate and literate with good communication skills
* Attention to detail and organisational skills