

Job Title:	Regional Support Assistant
Division:	BBC Children in Need
Department:	South & West
Base:	Bristol
Grade:	5 - £22,500 - £24,325
Responsible to:	Regional Head
Contract:	Continuing

THE AIM OF THE ROLE

- To contribute to the work of the regional/national team to fulfil the aims of BBC Children in Need
- To provide the administrative underpinning to the work of the regional/national team.
- To contribute to efficient and effective grant application and decision-making processes
- In conjunction with colleagues, to support grant management which is thorough and of good quality and plays an effective part in contributing to BBC Children in Need's knowledge as a grant-maker
- To support the learning, evaluation and influencing activities of BBC Children in Need
- To support various activities across the region in the run-up to the Appeal.
- To further develop BBC Children in Need's role as the BBC's UK charity, by liaising with BBC colleagues.

THE CONTEXT OF THE ROLE

BBC Children in Need is the BBC's UK Charity. Our vision is that every child in the UK has a safe, happy and secure childhood and the chance to reach their potential.

We support projects working with disadvantaged children and young people in the UK and have the following strategic aims:

- To be a great grant maker
- To be a great storyteller
- To be a great fundraiser
- To be a great organisation

The role of the Regional Support Assistant plays a significant role in the region to meet the aims of the charity. It provides an administrative hub to the region, playing an important supportive role in the regional grant-making and grant management process. This includes the work with freelance assessors and the Regional Advisory Committee and liaison with the local voluntary sector and other key stakeholders throughout the BBC and beyond.

It will contribute to the outreach work of the team; the work with stakeholders across the region to facilitate the development and delivery of solutions for change, and will play a lead role in various activities relating to the Appeal. This role supports the vision to enable even more effective and sustainable positive change for disadvantaged children and young people in the UK.

The National/Regional Assistant will report to the Regional Head

THE MAIN RESPONSIBILITIES

Team coordination and administration

- Operate with the highest standards of customer service when dealing with potential applicants, grantees, fundraisers and other stakeholders
- Provide a central point of contact for enquiries in the nation/region
- Coordinate the smooth running of grant committee meetings, ensuring that relevant paperwork is produced and that accurate records of meetings and grant recommendations are kept.
- Coordinate meetings and other events run by the team and make travel arrangements as necessary

Grant-making

- Organise and support a range of outreach activities with potential grant applicants
- Advise on enquiries from grant applicants and recipients and provide appropriate feedback to unsuccessful applicants, referring up as needed.
- Participate as required in the main grant application and grant process, including assessments and providing a staff commentary in staff reads
- Contribute to the charity's learning and evaluation activities to build up knowledge from grant making
- Coordinate and support the recruitment, induction and training of committee and assessors to maintain a skilled, well-informed and diverse team
- Enter and maintain the accuracy of data held on the grant database, meeting set deadlines as agreed.

Grant Management

- Provide follow up on grant issues and take responsibility for a proportion of the active grant portfolio, ensuring that grants are reported on in a timely manner and providing staff commentary on the reports.
- Actively seek to identify and manage risks in the grant portfolio, including investigating problems and issues that arise, referring up as appropriate
- Undertake contact with grant recipients, including through project visits, and record information in line with portfolio management protocols
- Develop deeper relationships, including through project visits, with an agreed section of grantees with a view to contributing to BBC Children in Need's greater knowledge and learning
- Support as needed BBC Children in Need training seminars and similar activities for grant applicants and recipients

External liaison and relationships

- Contribute to the identification of good practice in the work BBC Children in Need funds with children and young people and support sharing of it with others in the field
- Participate in building relationships in the sector and attend meetings and other occasions on behalf of the charity as agreed.
- Support the organisation's influencing activities, based on learning from grant-making
- Work with colleagues across the organisation to help deliver strategic initiatives.

BBC liaison and CiN Appeal

- Liaise with and coordinate support to fundraising volunteers, organisations and others who contribute to the Appeal, both pre and post-Appeal in the region
- Liaise with BBC colleagues about the Appeal and promote good working relationships

- Arrange and support regional appeal activities, including appropriate support for outside broadcasts or other events as required
- Comply with agreed processes and procedures for recording, receipting and banking of donations as required.
- Coordinate the booking of and appropriate use of Pudsey Bear costumes as required, ensuring briefing and guidelines are given, and assist in co-ordinating Children in Need merchandise stock.

Other

- Attend and contribute to staff meetings/reviews as required, including meetings/performance review sessions with line manager, and including overnight stays and associated travel where necessary.

THE PERSON SPECIFICATION

- Demonstrable evidence of excellent organisational and administrative skills.
- Strong ability to efficiently prioritise an often busy and diverse workload.
- High level of skill in the use of MS Office software and database information systems
- Paid or unpaid experience of the voluntary and/or children and young people sector
- Excellent interpersonal skills with the ability to communicate appropriately, in writing or verbally, with people of all types and at all levels.
- Ability to contribute effectively and positively to the team and also to be able to work alone and to take the initiative when appropriate
- Sympathetic to the values of the BBC and BBC Children in Need

THE COMPETENCIES

- **Planning and organising** - able to think ahead in order to establish an efficient and appropriate course of action for self and others. Prioritises and plans activities taking into account all the relevant issues and factors such as deadlines, staffing and resources.
- **Managing relationships and team working** - able to build and maintain effective working relationships with a range of people. Works co-operatively with others to be part of a team, as opposed to working separately or competitively.
- **Resilience** - manages personal effectiveness by managing emotions in the face of pressure, set backs or when dealing with provocative situations. Demonstrates an approach to work that is characterised by commitment, motivation and energy
- **Communication** - able to get one's message understood clearly by adopting a range of styles, tools and techniques appropriate to the audience and the nature of the information.

You will also be required to declare any conflict of interests in line with BBC Children in Need policy.

(A job description is a written statement of the essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved).