



# Eczema Outreach Support Recruitment Pack

## Business Support Officer

March 2024



## About you

Are you organised and able to juggle several priorities at the same time? Do you have a good understanding of charity bookkeeping and are not put off by multiple funding streams? Are you familiar with Databases/CRM's and happy to learn more? Are you comfortable working on your own when needed? If yes, then this job could be for you. Especially if you want to work for an organisation who supports children and young people and makes a big difference to families impacted by severe eczema.

## About Eczema Outreach Support

Eczema Outreach Support (EOS) is a UK-wide charity supporting children and young people with eczema and their families. Originally set up in Scotland in 2011, we now have over 4,000 member families living across the UK.

At EOS, we want every child with eczema to thrive. We believe that having eczema should not – and will not - stop children's ambitions and dreams. By providing direct practical advice and emotional support to whole families, we empower young people to take back control of their health and break isolation. Our goal is for every child with eczema to know they are not alone.

We deliver a range of activities including one-to-one support via phone & email, we deliver face-to-face events and online activities, such as our virtual High Five Club for kids aged 3-10 and tailored support for teenagers. We also work directly with schools, as well as creating and sharing informative social media content on eczema. We also support families on a wider scale by inputting into eczema research, taking part in clinical networks and raising awareness of the impact of the condition on families' lives. Our work is always guided by the needs of our members.

We are a small team making a big impact and we can only achieve this by valuing and supporting our people to deliver great work. Recognising the individual strengths of our team and being a flexible and supportive employer are key to our success.

We prioritise our team's wellbeing very highly. We work on the basis that team members who feel valued and supported will deliver the best outcomes for our members. We will talk to you about what this means for you.

We are committed to becoming an organisation which reflects society and promotes diversity and inclusion. We would particularly welcome applications from people who are currently under-represented, including people with disabilities and those from Black, Asian and other ethnic minority communities.

## About the role

Our Business Support Officer will provide vital support across a range of areas including finance, administration and IT so that our member families can receive high quality support. This is a diverse and interesting opportunity to bring your organisational and problem-solving skills and play a key role in our small and passionate team.

For an informal chat about the role please contact Dorte Al-Gailani at [Dorte@eos.org.uk](mailto:Dorte@eos.org.uk)

## Job specification

<b>Hours</b>	21-28 hrs per week (Depending on your preference)
<b>Place of work</b>	EOS Office based in Linlithgow Partnership Centre, Tam Dalyell House, Linlithgow. You can also choose to work up to 50% of your hours from home.
<b>Salary</b>	£25,440 pro-rata
<b>Duration</b>	Permanent depending on funding
<b>Pension</b>	Employer's contribution: 4%, employee's contribution: 4%

## Main duties and responsibilities

### Administration

- Main point of contact for landlord & other services
- Managing stock levels & placing orders, e.g. resources & stationery
- Posting out promotional materials
- Managing travel, hotel & training bookings
- Managing EOS's central inbox and liaising with other staff as required
- Responding to calls to the EOS office
- Managing HR records
- Providing support to the Services Team, including administration for school workshops & events
- Dealing with new member registrations
- Inputting/updating records of external contacts
- Overseeing risk assessment records

### Finance

- Managing all income and expenditure on the finance system, including reconciliations
- Raising invoices
- Setting up bank payments
- Being an additional contact on PayPal and other payment platforms
- Being an additional contact for payroll

- Overseeing fundraising platforms and co-ordinating payments as required
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## **IT**

- Being an additional administrator on CRM & Microsoft '365' including Teams
- Overseeing reporting on CRM
- Acting as the main contact for IT support
- Ensuring all systems are backed up securely

## **Other**

- Demonstrating EOS's values of being passionate & trustworthy, striving for excellence, and respecting everyone across all work
- Building positive working relationships with colleagues across EOS and externally, as appropriate
- Actively contribute to the organisation's approach of Fairness, Respect, Equality, Diversity, Inclusion and Engagement to fulfil EOS's goal of being a place of support for every child and young person with eczema and their families

## **Please note**

This job description cannot cover every task that might arise within the post and the post-holder may be expected to carry out other duties from time to time.

## **Person specification**

### **Skills and abilities**

Well organised and able to meet deadlines

Good IT skills, particularly in using Microsoft packages, databases and Zoom

Ability to analyse problems and develop solutions

Ability to prioritise work to ensure deadlines are met

### **Knowledge and experience**

Experience of working in the charity/third sector

Experience of working in a small team

Experience of charity bookkeeping, knowledge of Quickbooks would be an advantage

Experience of CRM/database management, knowledge of Salesforce would be an advantage

It would be of great benefit if you have some understanding of the challenges created by chronic conditions, especially eczema.

### **Key qualities and personal attributes**

Being a good communicator and working well with other people is key for this role.

Willingness to learn new skills or undertake training as required

A positive approach to problem solving and willingness to share your own ideas and experience

A commitment to equity, diversity & inclusion is essential

## How to apply

**What you should send** - There is no application form. Please provide:

1. A CV, explaining what your experience is. We are also interested in people's life experience when it is relevant to the post, such as hobbies and roles you do on a voluntary basis
3. The names and contact details of two people who will give you a reference, if possible people who know you in a work or volunteering capacity. We will not contact anyone for a reference until after the interview stage.
4. Please let us know if there are any reasonable adjustments we can make to allow you to attend a potential interview
5. To assist us with monitoring our recruitment processes it would be helpful if you can complete our equal opportunities form <https://www.tfaforms.com/4981802> (you can also access the form on the EOS [website](#)). You should submit this form directly on the platform, not by email. It will not be connected to your application in any way.

## Where to send your application

The closing date for applications is **Tuesday 2 April 2024 at noon**

Please email your application **Recruitment@eos.org.uk**

Interviews will be held Wednesday 17<sup>th</sup> April at the EOS offices

**Eczema Outreach Support is committed to being an inclusive employer with a diverse workforce and we want to strengthen the diversity of our team. We encourage applications from people from the widest possible diversity of backgrounds, cultures and experiences.**