

VAL Jobs

Information, Advice & Data Advisor – Sector Support

Job description

Job purpose:

Working as part of the Voluntary and Community Sector Support Team to provide information, signposting and advice/support to Voluntary Community and Social Enterprise organisations and Volunteer Involving organisations supporting the development of VAL to be a recognised leader in delivering high quality support services. To support the maintenance of VAL Sector Support administration and database systems, to enable the VCSE Sector to develop and grow.

Assisting in the day-to-day running of Sector Support and supporting the development and delivery of service outcomes.

1. Main aims of the role

- Providing information, signposting, advice and support to support team services and projects
- Maintaining, using and developing information resources, administration systems and databases to ensure effective service delivery, monitoring and reporting for the team
- Assisting in the day-to-day running of Sector Support team
- Enabling people to gain information about and access voluntary and community sector support services
- Actively working to ensure adequate case study collation, data collation and analysis to support monitoring and performance reporting
- Anchoring/ supporting the team members with all aspects of event planning administration, event management including training provision
- Manage and run the Sector Support Team's Social media channels

2. Main activities of the role to deliver the aims

- Providing support, information, advice and signposting to VCSE organisations to help the development of programmes and projects to meet their needs via the VAL Sector Support Helpline triage service including but not limited to:
 - Support the development of the VCSE sector through good practice advice
 - Develop resources for the VCSE sector
 - Co-ordinate referrals to the Sector Support Team Manager for allocations
 - Support the VCSE to work collaboratively and share good practice
 - Respond promptly to telephone and email enquiries
 - Gather details and the needs of the caller to resolve and provide support on the enquiry
 - Provide support and advice to VCSE Groups one to one or via group methods

- Build excellent relationships with local partners, stakeholders and VCSE organisations
- Complete call backs
- Recording information on database systems
- Support the maintenance and development of VAL information resources, databases and systems
- Provide data and analysis for monitoring, performance reporting and delivery of service
- Undertake research and analysis into the experience and needs of local VCSE organisations
- Provide information to VCSE sector organisations, stakeholders and partners
- Undertake follow up enquiries from VCSE and volunteer involving groups and other service users, following them up to track success and provide any further support required
- Conduct research on specific topics or issues to gather relevant data intelligence, information and data
- Information management – organising and managing data information coming into the service
- Data collation and analysis to extract insights, trends for the team and sector
- Ensuring VCSE organisations know how to access VAL services
- Maintain a service directory and database of key contacts and information
- Ongoing servicing and taking minutes of meetings
- Anchor/support the team members with training and other team events
- Raising awareness of VAL service and presence locally

3. Supporting the development of VAL and its people

- Be an effective ambassador and representative for VAL.
- Participate positively in supervision, appraisal, performance management and development processes, taking joint ownership for personal development.
- Maintain data, statistics and information on the delivery of the service in line with existing reporting processes and as required for the role.
- Actively participate in learning opportunities, including mentoring and peer learning to share and gain skills across VAL people and keeping up to date with relevant changes in policy and practice
- Build and maintain effective relationships with colleagues including working collaboratively across VAL
- Be accountable to VAL and colleagues for your actions, actively supporting VAL's values.
- Support volunteers to deliver aspects of VAL's work.
- Undertake all duties in accordance with VAL policies.
- Ensure the health and safety of VAL people and service users, in compliance with relevant policies.
- Encourage and promote equality and diversity inside and outside of VAL, ensuring adherence to and compliance with relevant policies.
- Carry out evening and weekend work as required
- Undertake any other reasonable duties in line with the aims of the post

Person specification

The person specification sets out the essential qualities that we are seeking for his post. Please ensure that your application demonstrates how you meet the criteria. You may include paid and voluntary work or other relevant life experience.

Customer services, information and advice

Providing information, signposting and support to service users or stakeholders

Administration	Using and developing administration systems and databases to maintain and access information using paper and electronic systems
Managing, supporting and working alongside people	The ability to work on own initiative as well as collaboratively with colleagues
Experience of different communities	Working within different communities such as urban, suburban, small towns and / or rural and with a wide variety of voluntary and community sector organisations
Equality and diversity	Encouraging and promoting equality and diversity in the delivery of services and experience of working effectively with people from a range of backgrounds
Building relationships	The ability to build and maintain effective relationships with colleagues and partners in all sectors
Organisational skills	Taking personal responsibility and a proactive approach to planning and performance managing a varied and complex workload, prioritising demands and working to tight deadlines
Approach to work	A positive “can do” approach, the ability to be innovative, and flexibility to meet the demands of a changing environment
Presentation skills and oral communication	Excellent communication and signposting skills with a diverse range of people and organisations through a range of mechanisms such as face to face, telephone and electronically, including ability to engage and be enthusiastic with others about volunteering and the community groups
Written communication and developing information resources	Good writing skills and the ability to develop information resources for service users and volunteer-involving groups
ICT skills	Proficient in ICT packages including word processing, email and internet, spreadsheets and databases
Continuing professional development	There are no specific qualifications for this role, but evidence of continual professional development of knowledge and skills is required. Due to the nature of the role, a Disclosure and Barring Service (DBS) check may be required.
Hours of working	Able to work some evenings and occasionally at weekends
Travel	Ability to travel regularly within the city and county and occasionally nationally

This does not form part of your contract – July 2026