

Job Title: Business Support Officer

Term: 5 years funded through The National Lottery

Hours: 15 hours per week over 3 or 4 days including 1 Saturday per month

Salary: £25,000 pro rata

Office based with potential for hybrid working after a 3-month probation period.

Background

Rainbow Parents Carers Forum is a support group and independent voice for parent/carers with a child/young person with special educational needs or disabilities (SEND), based in Nottinghamshire. Our mission is to support and empower families to be heard and achieve better outcomes. We are run by parents for parents and provide a network for peer support, signposting, inclusive activities and engagement.

Role/Main Responsibilities

1. To ensure the effective day-to-day administration through the implementation and development of existing systems.
2. Support the annual work-plan in order to deliver our organisational priorities.
3. Maintain accurate records and evidence of activities in order to be compliant with our funders' monitoring requirements.
4. Be available to work 1 Saturday per month, to support the administration of our sessions.
5. Oversee the organisation's communication activities, including the production of regular bulletins, updating/maintaining the database, information resources, the website and social media channels.
6. Support the work of the team, including organising and managing meetings, calendars, information circulation and being the first point of contact for queries.

Experience and knowledge

Essential Criteria

1. Ability to work as part of a team with excellent communications skills, both verbal and written.
2. Experience of setting up and maintaining a range of office systems, including databases.
3. Experience of organising and co-ordinating meetings, conferences and events.
4. Excellent time keeping and organisational skills with the ability to work to deadlines in a pressurised environment and managing own time and workload.
5. Experience of working on projects which require close attention to detail with the ability to collate, interpret and manage statistical data and records in line with current monitoring and reporting requirements.
6. Experience in dealing with sensitive and confidential information.
7. High level of computer literacy including use of the full Microsoft Office suite and Google Drive, plus experience of drafting e-mails and other written communications for internal and external use.
8. A good understanding of equality and diversity issues and a willingness to comply with our organisational HR policy requirements.
9. A commitment to ongoing personal professional development and a willingness to develop new skills and become involved in new areas of work.

Desirable

1. Educated to degree level, NVQ4 or equivalent standard.
2. Experience of working within an organisation that supports families with children and young people with special educational needs and disabilities.
3. Experience of working in the Voluntary Community Sector with an organisation in receipt of grant funding.
4. Experience of using a website content management tool.
5. Experience of managing social media.

Closing Date: 22 December 2025. Interviews will be held w/c 12 January 2026.

For an application pack, please contact: support@rainbowpcf.org.uk