

JOB DESCRIPTION / PERSON SPECIFICATION

Post Title:	Administrator
Salary:	£21,077 (FT)
Responsible To:	Chief Executive
Base:	Dumfries Head Office
Holidays:	27 days leave plus 9 public holidays (two of which are floating)
Hours of Work:	This post is open to people interested in full-time or part-time hours (to be discussed at interview with a minimum expectation of 25 hours over 5 days, Mon-Fri).
Office Hours:	Monday to Friday 9am – 4pm
Pension:	A company pension is in place
Terms:	This post is initially offered for one year, but we are hopeful (and currently anticipate) that funding will continue long-term.
Closing Date:	6 th October 2023

JOB DESCRIPTION

Job Purpose:

We seek an enthusiastic, socially aware person with excellent communication and interpersonal skills to join our team. The main aim of this post is to provide administrative support to the team, which enables the efficient running of the organisation and to provide administrative and secretarial support to the Chief Executive. Excellent organisational skills are essential, as is a good working knowledge of MS Office software, including Word, Access, Excel, Outlook, etc. The ability to work on your initiative is crucial. The successful candidate will have at least one year's experience in a similar role.

Job Activities:

- Answer and distribute incoming calls received, deal with enquiries and general information requests and provide standard responses.
- Email – check email accounts and action/distribute appropriately.
- Mail Handling - Process and distribute all incoming and outgoing mail and scan documentation.
- Update the Access Database
- Work with Excel, which holds the service statistics and contacts.
- Support the CEO with administrative and financial tasks
- Support the wider team with administrative tasks
- Be the first point of contact for advocacy referrals
- Keep track of daily referrals and manage client database
- Report any issues arising regarding premises, IT, telephones, etc.

- Maintain a central record of all staff and volunteer training, events, calendars, equipment register, etc.
- Update forms as and when required
- Minute taking of meetings such as Board meetings, Team meetings, etc.
- Maintain effective filing systems
- Print and photocopy materials, reports, minutes, and other printing as required
- Ensure adequate stock levels, e.g. stationery supplies, leaflets, etc.
- Attend team meetings and supervision
- Undertake appropriate training
- Health and Safety - abide by all health and safety guidelines and share responsibility for own Safety and that of colleagues
- Any other duties that may be reasonably requested to ensure the smooth running of Dumfries and Galloway Advocacy Service operations

Other Duties

This job description is broad-based and is not intended to be an exhaustive list of all possible duties, as it is recognised that jobs change over time.

PERSON SPECIFICATION

Essential Criteria:

1. Experience or qualification in an Administrator or a similar role
2. Competent in all Microsoft Office packages, incl. Word, Outlook, Access and Excel
3. Numerate and with a good standard of English
4. Excellent organisational skills and the ability to manage a wide range of tasks
5. Competence and ability to maintain records and produce clear written and oral reports
6. Ability to work neatly and accurately and pay attention to detail
7. Courteous and professional telephone manner
8. Good communication and listening skills
9. Be able to deal with people in a sensitive manner
10. The ability to use your initiative, to work to tight timescales and to prioritise workload
11. The capacity to work co-operatively as part of a team
12. The ability to work with sensitive and confidential information (GDPR)
13. An ability to work independently, take responsibility for one's time management and be reliable and punctual
14. Excellent interpersonal skills, including the ability to communicate sensitively and appropriately with a diverse range of people
15. Flexibility and non-judgemental approach
16. A satisfactory PVG Record Scheme check

www.dgadvocacy.co.uk



t: **01387 247 237** • e: info@dgadvocacy.co.uk

Hestan House, Crichton Business Park, Bankend Road, Dumfries DG1 4TA

Scottish Charity No. SC036075 • Limited Company No. 275168