

JOB DESCRIPTION / PERSON SPECIFICATION

Post Title:	Administrator
Salary:	£20,566
Responsible To:	Chief Executive Officer
Base:	Dumfries Head Office
Holidays:	27 days leave plus 9 public holidays (2 of which are floating)
Hours of Work:	35 hours per week, Monday to Friday (9am-4pm)
Pension:	A company pension is in place
Terms:	This post is initially offered for a period of one year but we are hopeful (and currently anticipate) that funding will continue long term.
Closing Date:	Friday 22 April 2022

JOB DESCRIPTION

Job Purpose:

We are seeking an enthusiastic, socially aware person with excellent communication and customer service 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, Excel and Outlook etc. The ability to work on your own initiative is crucial. The successful candidate will have a minimum of one year's experience in a similar role.

Job Activities:

- Answer incoming calls, distribute 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
- 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
- Data Input
- Keep contact database updated
- Updating spreadsheets as necessary
- 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
- Maintain effective filing systems
- Print and photocopy materials, reports, minutes, other printing as required
- Ensure adequate stock levels, e.g. stationery supplies, leaflets, etc.
- Attend staff meetings and regular 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 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 in a neat and accurate manner and pay attention to detail
7. Courteous and professional telephone manner
8. Good communication and listening skills
9. The ability to use own initiative, to work to tight timescales and prioritise workload
10. The capacity to work co-operatively as part of a team
11. The ability to work with sensitive and confidential information
12. An ability to work independently, take responsibility for own time management and be reliable and punctual
13. Excellent interpersonal skills, including the ability to communicate sensitively and appropriately with a diverse range of people
14. Flexibility and non-judgemental approach
15. A satisfactory PVG Record Scheme check

www.dgadvocacy.co.uk



t: **01387 247 237** • e: **info@dgadvocacy.co.uk** • 9 Church Crescent, Dumfries, DG1 1DF

Scottish Charity No. SC036075 • Limited Company No. 275168