JOB DESCRIPTION

Service Administrator

aberlour
scotland's children's charity

JOB PURPOSE

To provide effective delivery of administrative support to the Service(s), in line with Aberlour systems and procedures

PRINCIPAL ACCOUNTABILITIES

- Meet the day-to-day administrative requirements of the Service(s) including reception duties/hospitality/ taking phone calls, coordinating meetings, mail ensuring consistency of application of Aberlour procedures.
- Maintain manual and electronic storage and retrieval systems.
- Provide financial administration, supported by the finance team, to ensure accurate recording and inputting of data.
- Support with employee data input and reporting.
- Coordinate building and equipment needs as required: e.g. point of contact and liaison with building managers, repairs and utilities people.
- Provide regular management information, in an agreed format and ad-hoc information and support as required.
- Assist staff and managers to apply Aberlour systems to ensure effective data storage, interrogation and dissemination of information and provide first-line support for ICT at service level.
- Assist service team to ensure high quality communications and reporting.
- Induct and support staff in the Aberlour and service administrative procedures and ICT systems to ensure consistency.

SCOPE OF PLANNING AND ORGANISING

The post holder reports to the Service Manager or designated line manager as appropriate.

The post holder has regular contact with the line manager and takes part in regular team meetings.

The administrative work plan will be agreed with the line manager. Once the work plan has been agreed, the post holder will manage and prioritise day-to-day tasks as well as ad-hoc demands, referring any problems to the line manager. The post holder will contribute to the development of administrative services to ensure consistency in the planning and application of administrative systems.

The post holder may be required to provide administrative support to other services within the regional area during times of annual leave or other absences.

SCOPE OF JUDGEMENT AND DECISION MAKING

The post holder will apply Aberlour standards within a range of established administrative and financial procedures. The post holder will work with the service manager to engage with the team to ensure these fit local needs and to ensure that they are consistently applied and meet quality requirements.

The post holder is expected to work on own initiative and make decisions within agreed boundaries, based on experience and practical understanding of systems.

The post holder will often work in close proximity to service staff and users. While they need to be flexible in their approach to tasks, they will need to exercise good judgement in setting boundaries, particularly in relation to ad-hoc non-administrative tasks. They will make daily judgements about priorities and the need to balance support to the team members and maintain good working relationships.

The post holder needs to maintain sensitivity and confidentiality in many aspects of the working environment. This may include the effects of trauma, deprivation, disability, race, gender and socio-economic issues.

The post holder will contact the line manager for guidance on any concerns and will also have support on administration issues from central support functions.

RELATIONSHIPS

As one of the first points of contact, the post holder represents both the service(s) and Aberlour, interacting with a wide variety of individuals and agencies in the course of their work.

Internal

- Work closely with service colleagues as a member of the service team
- Where post holder is based in a service there may be regular interaction with those accessing the service for support
- Liaise with Head Office functions and other Aberlour services
- All staff are expected to attend team meetings and keep up to date with changes at service and organisational level. This includes accessing work email accounts, Aberlour intranet sites and supporting our marketing & fundraising initiatives and social media channels to help promote Aberlour

External

- Liaise with various external agencies
- Liaise with contractors and suppliers with regard to purchasing of services and supplies

QUALIFICATIONS

A relevant qualification at SCQF level 7 or above
or
Equivalent knowledge acquired by other means (this will not apply where there are externally specified qualifications for the post e.g. SSSC)

EXPERIENCE

The post holder will have experience of working in a busy office environment.

KNOWLEDGE / SKILLS

- Intermediate level office software, word-processing, spreadsheet and personal information management tools.
- General knowledge of financial recording

Skills

- Organising and co-ordinating events and meetings effectively.
- Verbal and written communication and interpersonal skills
- Accurate data entry
- Ability to organise own work and to prioritise often conflicting requirements
- Process and obtain a variety of information and data using standard ICT applications
- Proofing, formatting and presentation of documents
- Effective time management
- Negotiating skills

JOB CHALLENGES

Providing support to the team whilst having responsibility for own work plan and tasks.

Supporting delivery of a consistent approach to administrative and communication.