JOB DESCRIPTION

POST:	**Support Line Service Administrator**
DIVISION:	**Children and Family Services**
RESPONSIBLE TO:	**Support Line Contract Co-Ordinator**
LOCATION:	**Support Line (Edinburgh)**
SALARY:	**Grade B (£25,155 - £30,083)**

Children First - Vision and Values

Children First is Scotland's national children's charity. We stand up for every child because all children should have a safe childhood. We protect children from harm and support them to recover from trauma and abuse through our national and local services. We help children, their families, and the people that care for them by offering emotional, practical, and financial support. We give children hope and a safer, brighter future.

Transforming the way that families across Scotland access whole family support is one of Children First's key strategic priorities for the next five years. Backed by Scottish Government investment we are doubling the size of our support line, which offers emotional, practical and financial help to families across the country. In the first year of growth, we aim to reach 7,500 more families across Scotland. By providing an accessible national front door to holistic family support services we will alleviate crisis, prevent harm, build long term stability and break the cycle of child poverty.

Our core values guide how each one of us works in our individual day to day job:

- With love, we put children first.
- With purpose, we transform children's lives together.
- With strength, we do whatever it takes to protect Scotland's children.

Diversity Equity and Inclusion

At Children First, we are committed to building a representative, inclusive and authentic workplace open to applications from all sections of society. We believe in the potential of everyone regardless of; sex, race, religion or belief, ethnic origin, ability, family structure, socio-economic background, age, nationality, marital status or civil partnership, sexual orientation, gender identity, or any other aspect that makes you who you are.

We envision a diverse and inclusive Children First where we cultivate a true sense of belonging and connection for and between our teams, children, young people, families, and communities we work with.

Further to that, as part of our vision to be an Anti-Racist organisation, we are committed to conscious inclusion to build increasingly diverse teams and emotionally safe work environments.

Role Summary

You will play a vital role in the expansion and delivery of our national support line service, which offers practical, financial and emotional support to families through phone calls, webchats, advice and information on our website and in their homes and communities across Scotland.

This role plays a key role in supporting the effective day-to-day running of Children First services. The postholder provides operational, administrative and systems support to ensure services run safely, efficiently and in line with organisational requirements.

This role is central to enabling high-quality support for children, young people and families. The postholder will support the effective operation of the national Support Line by coordinating service administration across telephone, webchat and digital channels, ensuring accurate records, efficient service access and high-quality information to support performance monitoring and reporting.

By coordinating key processes such as data management, finance administration, service access and local operations, the Service Operations Administrator allows Support Line Coordinators, volunteers team leaders and managers to focus on delivering impactful support.

The role operates with a high level of autonomy and responsibility, often acting as the first point of contact for operational matters within a service. It requires strong organisational skills, initiative, and the ability to respond flexibly to changing service needs.

Key Results Areas

1. Service Operations and Coordination
Services are well-organised, responsive and able to operate effectively, with administrative and operational processes running smoothly and consistently.

2. Systems and Data Management
Accurate and timely data is maintained across systems (including Dynamics, Advice Pro and our Call Handling System), supporting service delivery, reporting and organisational insight.

3. Finance and Resource Management
Service-level financial processes are managed accurately and in line with organisational procedures.

4. Facilities, Health & Safety and Local Operations
Service environments are safe, compliant and well-maintained, with appropriate coordination of property, facilities and health & safety activities.

5. Team and Service Support
Practitioners and managers are effectively supported through coordination of meetings, diaries, resources and operational requirements.

Core Responsibilities

- Provide administrative and operational support to ensure effective service delivery
- Maintain accurate records and data within organisational systems (including Dynamics)
- Support financial processes including invoices, purchasing and petty cash
- Act as a key point of contact for enquiries, supporting service access and communication
- Coordinate meetings, diaries, resources and general service organisation
- Support compliance with organisational policies and procedures
- Support the administration of Support Line activity including contact volumes, service schedules and rotas, referrals, practitioner workflows and performance reporting.
- Contribute to a positive, collaborative team environment

Service-Specific Responsibilities

- Health & Safety coordination and local compliance tasks
- Property and facilities management
- Reception / front of house responsibilities
- Supporting local funding, resources or community activity
- Event coordination or service-specific administration
- Additional systems or reporting requirements
- Support the administration of telephone, webchat and digital support channels.
- Assist with service performance reporting, data quality checks, case closures and monitoring against contract requirements.
- Support referral pathways, financial support administration and onward connections to local and national services.
- Coordinate practitioner rotas, meetings, training records and operational communications.
- Contribute to the oversight of the budget

What We're Looking For

- Strong organisational and coordination skills
- Ability to manage competing priorities and work independently
- Confidence using systems and managing data accurately
- Strong communication and interpersonal skills
- A proactive and flexible approach
- Alignment with Children First values

What You'll Get From Us

- A workplace with values of *with love, with purpose and with strength*
- 40 days annual leave, inclusive of bank holidays
- Pension scheme and wellbeing support
- Flexible and hybrid working arrangements
- Access to Westfield Health, giving colleagues and their families confidential counselling support, wellbeing resources, and access to health and lifestyle benefits to support physical and mental wellbeing.
- Blue Light card discount
- A *Fair Work* accredited workplace

Corporate Responsibility

- Be committed and adhere to Children First vision, mission and values.
- Comply with Children First Safeguarding policies and procedures.
- Comply with Children First Code of Conduct and any relevant professional standards relating to the role.
- Actively consider the involvement of children, young people and families with whom we work, in all areas of practice and to implement the Children First Participation Standards.
- Actively consider the involvement of volunteers in all areas of our work and to implement the Children First Volunteer Development Policy.
- Observe all health and safety requirements.
- Work within and promote policies in relation to Diversity Equity and Inclusion and anti-discriminatory practices.
- Undertake any other reasonably required duties as instructed by line manager or someone acting on their behalf, in addition to the role specific responsibilities detailed below.

Need to Have	Need to Show	Need to Know	Need to Be	Core Values
Experience in an administrative or operational support role	Ability to organise and prioritise a varied workload effectively	Understanding of administrative processes within a service environment	Proactive and able to take initiative	Demonstrates a commitment to putting children and families first in all aspects of work
Experience of using IT systems and maintaining accurate records	Strong attention to detail and accuracy in data entry and record keeping	Awareness of data protection and confidentiality requirements	Reliable and accountable in managing responsibilities	Works with purpose, understanding how their role contributes to wider service impact
Experience supporting teams, services or customer-facing environments	Ability to communicate clearly and professionally with a range of stakeholders	Understanding of basic finance processes (e.g. invoices, petty cash, purchasing)	Flexible and responsive to changing service needs	Shows strength by taking ownership and doing what is needed to support the service
Ability to manage multiple tasks and deadlines	Confidence in responding to enquiries and acting as a first point of contact	Awareness of health & safety responsibilities within a workplace	Calm and solution-focused, particularly when dealing with competing demands or challenging situations	Builds positive, respectful relationships with colleagues, children and families
Basic understanding of office systems and processes	Ability to work independently while also contributing to a wider team	Understanding of contact centre, helpline or customer service environments and the importance of timely, accurate information management.	Organised and methodical in approach to work	Demonstrate compassion, respect and professionalism in all interactions