

# Job Description - Administrator

---

**Job Title:** Administrator

**Grade:** G2

**Reports To:** Corporate Services Manager

## **Overall Job Purpose**

To provide administrative support to the Corporate Services Manager to ensure key organisational deadlines are met. This will be achieved by providing effective administrative support to increase the efficiency of administrative systems and processes within the Corporate Services team and across the organisation.

## **Key responsibilities**

- Co-ordinate office activities and operations to secure efficiency and compliance to organisation policies and procedures
- Provide administrative support across the organisation
- Attend meetings and take minutes/action notes
- Support and co-ordinate administrative projects or other initiatives as directed
- Assist in research and the compilation of statistics
- Monthly reconciliation of Senior Management Team credit card expenditure

## **Administration support to training function**

- Monitoring the training mailbox and responding to general enquiries
- Developing course materials
  - preparing and updating presentation slides using Powerpoint
  - preparing and updating handouts using Word
- Scheduling courses via Zoom – including setting up facilitation rooms, as required
- Communicating joining instructions to participants
- Provide assistance in streamlining and digitising the provision of training resources

## **Other Duties**

- The post holder may be required from time to time to deputise for other team members
- General reception duties as needed: providing a professional and welcoming service to visitors, processing incoming and outgoing mail and ensuring incoming calls are handled professionally and efficiently
- Provide appropriate support to volunteers
- Develop skills and undertake responsibilities which will fulfil the purpose of the role and support the success of the organisation
- Participate in and contribute to organisational/team meetings
- Ensure that work is carried out in accordance with Scottish Refugee Council's values, equality aims, policies and procedures
- Undertake any other appropriate duties as required.

# Person Specification - Administrator



Quality	Essential	Desirable
Education and Training	Standard/Higher grade, or equivalent qualifications, including English, or be able to demonstrate equivalent experience	HNC Business Administration or similar
Job Experience and Skills	<ul style="list-style-type: none"> <li>• Strong organisation and time management skills with the ability to cope with a number of different tasks at the same time</li> <li>• Committed to high quality work and attention to detail</li> <li>• Good writing and communication skills</li> <li>• Intermediate level or above in use of mainstream Microsoft Office software, including Word, Outlook, PowerPoint, Excel and Teams</li> <li>• Competent in taking minutes and action notes</li> <li>• Experience of reception work</li> <li>• Ability to prioritise workload and work to tight deadlines</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in the voluntary sector</li> <li>• Project administration experience</li> <li>• ICT technical experience</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>• Able to work well on own initiative and as part of a team</li> <li>• Confident when dealing with senior staff</li> <li>• Ability to recognise others' workload and offer appropriate assistance</li> <li>• Able to project a smart and professional image</li> <li>• Able to work outwith normal hours and flexibility on an occasional basis as required</li> <li>• A commitment to the work of Scottish Refugee Council and to the principles of equal opportunities</li> </ul>	