

Job Description

Job Title : Corporate Services Administrator



Job Title: Corporate Services Administrator **Grade:** G2.1
Reports To: Corporate Services Manager

Overall Job Purpose

Working as part of Corporate Services team, the post holder will be responsible for supporting the smooth running of the Glasgow office through provision of efficient and effective Reception Service, Facilities Management, Information and Communication Technologies (ICT), Health and Safety and Information Governance.

Reception Duties (2.5 days)

- Ensure all incoming calls are handled professionally and forwarded to the appropriate person or their voicemail
- Provide a professional and welcoming service to clients and business visitors
- Process incoming and outgoing mail in line with departmental procedures
- Ensure that all reception duties are carried out in line with office procedures

Facilities Duties

- Maintain Net2 access control system and monitor office security passes and ID badges
- Complete facilities checks and escalate identified requirements
- Carry out minor works including replacing light bulbs, clock batteries, assembling office furniture/equipment, repair fixtures and fittings

Administration Duties

- Co-ordinate office activities and operations to secure efficiency and compliance to organisation policies and procedures
- Administer the Health and Safety Committee meetings including minutes and action notes
- Support and co-ordinate administrative projects or other initiatives as directed
- Assist in research and the compilation of statistics
- Prepare documentation using Microsoft Office – Word, Excel, PowerPoint as required
- Review and update Corporate Services procedures relating to departmental responsibilities
- Maintain general office supplies – stationery, toners, tea/coffee etc.

Other Duties

- The post holder may be required from time to time to deputise for other members of the team
- Ensure that work is carried out in accordance with Scottish Refugee Council's values, equality aims, policies and procedures
- 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 and team meetings
- Undertake any other appropriate duties as requested

Person Specification

Job Title : Corporate Services Assistant



Quality	Essential	Desirable
Education and Training	<ul style="list-style-type: none"> • Standard/Higher grade, or equivalent qualifications, including English, or be able to demonstrate equivalent experience 	<p>HNC Business Administration or similar</p>
Job Experience and skills	<ul style="list-style-type: none"> • Experience of providing a reception service • Experience dealing with members of the public • Experience of working in a fast-paced environment • Ability to remain calm in pressurised circumstances • Strong organisation, time management and multi-tasking skills • Competent at administering meetings, minutes and action plans • Ability to produce high quality work with accuracy and attention to detail • Excellent written and verbal communication skills • Good numeracy skills • Intermediate level or above in use of mainstream Microsoft Office software, including Word, Outlook, PowerPoint, Excel and Teams 	<ul style="list-style-type: none"> • Experience of working with people whose first language is not English • Experience in project administration • ICT technical experience
Personal Qualities	<ul style="list-style-type: none"> • Able to work well on own initiative and as part of a team • Able to maintain professional boundaries • Demonstrable empathy with marginalised groups • Demonstrate sound understanding and commitment to equal opportunities • Smart and presentable image • Able to work flexibly and outwith normal hours on an occasional basis as required 	<ul style="list-style-type: none"> • Understanding of the voluntary sector • Awareness of cultural differences