



JOB DESCRIPTION

Administration Officer

Deadline for applications: 5pm Monday 22nd October 2018

Interview date: 26th October 2018

Job Description

Hours: P/T 21 hours per week. The working pattern is flexible. Some evening and weekend working will be required.

Salary: £11,845 p.a. (£19,742 p.a. FTE).

Contract: Fixed term until 31st March 2019 (Cover for staff sabbatical)

Location: Toryglen Community Base

Reporting to: Urban Roots Project Manager

Responsible for: Freelance workers, volunteers

Urban Roots is a thriving environmental and health improvement organisation. Over the past nine years, we have worked with local residents and organisations to establish a network of community gardens and woodlands across the Southside of Glasgow. We also run numerous healthy cooking projects and outdoor learning activities for children and young people. We are passionate about the benefits that our work brings to improving local environments, promoting community cohesion and supporting the health and well-being of people of all ages.

We are looking to recruit an enthusiastic person to provide administrative support to the organisation. This will involve dealing with general enquiries, managing office resources, updating financial records and assisting the project manager and other staff with a number of tasks to ensure the smooth running of our projects. You will be required to work one Thursday evening bi-monthly to provide administrative support at board meetings. You may occasionally be required to travel to other sites.

Principal Responsibilities

1. Complete any necessary administration functions, including data entry and calculations, project reporting, financial management, stock ordering and any other admin tasks required by the Urban Roots staff team
2. Provide first line response to telephone and email enquiries
3. To assist with the maintenance of volunteer information management systems, ensuring proper use across the organisation
4. Assist in the planning and delivery of Urban Roots events and programmes
5. To maintain resource management systems
6. To provide a first line IT support function to the organisation
7. Assist in the production of printed marketing and promotional material templates
8. Assist with the maintenance and updating of Urban Roots website
9. Assist with the moderation of Facebook and other social media channels' presence
10. Minutes secretary to the Board of Trustees
11. Maintenance of Health and Safety records
12. Any other reasonable duties to perform the job role and assist in achieving Urban Roots' objectives.

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Person Specification

	Essential	Desirable
Education and Training (To be demonstrated on application and at interview)		
<ul style="list-style-type: none"> • Good general education (Advanced Highers/A-Level equivalent) 	✓	
Experience (To be demonstrated on application and at interview)		
<ul style="list-style-type: none"> • Two years working in an administrative or operational support role • Meeting coordination, report writing and minute taking • Setting up and operating electronic and paper filing and recording systems • Purchase and management of office and project supplies and equipment • Customer service (reception, answering phone, directing enquiries) • Experience of using a range of IT systems, including word processing, website CMS, spreadsheets, databases • Financial administration and record keeping • Organising and running events 	✓ ✓ ✓ ✓ ✓ ✓ ✓	✓
Knowledge and Understanding (To be demonstrated on application and at interview)		
<ul style="list-style-type: none"> • Understanding of the importance of data protection and confidentiality • Knowledge of marketing and social media techniques • Knowledge of community engagement techniques 	✓ ✓	✓
Skills and Abilities (To be demonstrated on application and at interview)		
<ul style="list-style-type: none"> • Good verbal and written communication skills • Good planning and organisational skills • Ability to work on own initiative • High level of competency in use of common office PC software packages, such as Office, Word, Excel • Ability to use Wordpress, Salesforce, destop publishing software • Ability to troubleshoot IT software and hardware problems 	✓ ✓ ✓ ✓	✓ ✓
Personal Qualities (To be demonstrated at interview)		
<ul style="list-style-type: none"> • Commitment to the aims and objectives of Urban Roots • Friendly and personable • Commitment to equal opportunities and healthy and safe working practices • An interest in environmental issues • Willingness to work some evenings and weekends as required • Willingness to learn new skills and undertake relevant training where required 	✓ ✓ ✓ ✓ ✓ ✓	