

# Administrative Assistant

families  
outside

voicing the needs  
of families affected  
by imprisonment

- Responsible to:** Finance & Administration Manager
- Job Summary:** Families Outside is the only national charity in Scotland that works solely to support families affected by imprisonment. The purpose of the Administrative Assistant role is to support and assist with the delivery of service and smooth running of the Edinburgh office, ensuring admin tasks are completed to the highest standard. You will be computer literate with a range of information technology skills, including a good level of proficiency with Microsoft Office applications and experience of website and database maintenance. Highly organised, you will have excellent attention to detail and an ability to work flexibly with the rest of the team.
- Salary:** SJC scale points 9 - 13, updated annually subject to appraisal and where funds allow.
- Hours:** 7 hours per week (two mornings, one of which must be a Friday).
- Location:** This post is based at the Families Outside office in Edinburgh.
- Probation:** A probationary period of 6 months will apply.
- Holidays:** 25 working days per year pro rata, plus 10 Public Holidays increasing to 27 days after 5 years of service.
- Pension:** The pension scheme is a Group Stakeholder Pension Scheme. Employees can choose to “opt out” of the scheme, but without doing this means automatic enrolment. Families Outside will contribute 4% to the scheme. Employees choose their own level of contribution. The combined total is required to be at least 7%.

## Key tasks, duties & responsibilities

1	Answering the telephone and disseminating calls to staff.
2	Answering the door and greeting visitors.
3	Sorting and distributing incoming post and organising, franking, and sending outgoing post.
4	Input and updating of central diary as and when required.
5	Letter writing, transcribing, and typing up of final draft reports, minutes etc.
6	Filing of reports, correspondence, and other documentation, both online and hardcopy.
7	Take minutes at meetings as required.
8	Assist in arrangements for meetings, conferences and events.
9	Arranging travel requirements for staff as required, ensuring receipts for all travel needs are obtained and supplied to the Finance & Administration Manager.
10	Maintain and update online MailChimp mailing database.
11	Provide necessary administrative support during publication mail outs.
12	Reporting IT issues to the Finance & Administration Manager or arranging emergency IT support where required.
13	Adhere to all Families Outside organisational policies and work within the aims and objectives of the charity.
14	Attend relevant and appropriate meetings and training courses.

All staff are expected to undertake any other reasonable duties as required. (Additional duties will be to cover unforeseen circumstances or changes in work and will usually be compatible with the regular type of work. If an additional task or responsibility becomes a regular or frequent part of the job, it will be included in the job description in consultation with the post holder.)

Person Specification - Selection Criteria		Essential	Desirable
<b>EDUCATION</b>	Relevant qualification, e.g. administration/clerical qualification		*
<b>PREVIOUS EXPERIENCE</b>	Understanding of the need to follow office systems	*	
	Working in an administrative and/or clerical capacity		*
	Good knowledge of IT systems and maintenance (e.g. Microsoft Office packages such as Excel, Word, Outlook, Publisher, PowerPoint, Access)		*
	Experience in working in a voluntary organisation, in either a paid or voluntary capacity		*
<b>SKILLS AND ABILITY</b>	Excellent organisational skills and attention to detail	*	
	Ability to prioritise and manage work load in a pressurised environment	*	
	Identifying deadlines and managing competing priorities	*	
	Good communication and contact skills, especially telephone skills	*	
	Ability to work independently and as part of a team	*	
	Sensitivity to the issues affecting prisoners' families		*
	Computer literate	*	
<b>PERSONAL QUALITIES</b>	Approachable	*	
	Adaptable	*	
	Organised	*	
	Honest, punctual, reliable and trustworthy	*	
	Able to maintain confidentiality	*	
	Be willing to undertake relevant training	*	