



People Know How  
525 Ferry Road  
Edinburgh, EH5 2FF  
[www.peopleknowhow.org](http://www.peopleknowhow.org)

## Modern Apprentice Office Administrator (16-19)

- Salary:** £7,800 (37.5 hours)  
25 days annual leave + public holidays
- Duration:** 1 year (3 months' probation)  
With potential to continue on successful completion of the Modern Apprenticeship qualification
- Location:** 525 Ferry Road, Edinburgh
- Start Date:** June 2019

### The Organisation

People Know How is an Edinburgh based social innovation charity (SCIO), now entering our seventh year. We combine an international reach, receiving volunteers and interns from all around the world; with a focus on engaging with local people and local issues.

As an organisation, we are committed to addressing marginalisation and have an ethos that is driven to make a positive difference. We have developed innovative methods to engage and empower people to improve their lives. We believe that together we can create and deliver the most productive and impactful differences for communities.

### Our Mission

To empower individuals to be socially innovative in their communities, by helping them transform their ideas into action. We do this by providing the skills, tools, resources and framework they need to deliver positive social change.

### Our Vision

Communities where people have the opportunity to reach their full potential using their strengths and assets.

### Our Values

- We value people's potential;
- We invest in creative and dynamic processes;
- We commit to meaningful action;
- We strive for innovative solutions;



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- We collaborate with purpose.

## Our Key Projects

### Social Innovation Programme

In line with our new Strategic Plan to 2025 the programme aims to support and empower communities including people, community groups, new / established charities and to engage in systems change with the public, third, business and academic sectors.

### Positive Transitions

Established in 2015 to support disadvantaged and vulnerable children, young-people and families. The overarching aim is that children and young-people grow up to be healthy, confident and resilient so they can fulfil their potential.

### Re:Connect

Established in 2017, with a focus on how improved digital skills can help promote social inclusion. It is successful in getting people more interested in how the internet can help them make better social connections to improve their well-being.

### Shaping Your Future

Based in North-East Edinburgh, our project involves empowering local residents to be more active in local planning and decision making. Many residents aspire to be more involved but have never before been presented with the opportunity.

## Our Office

We are based at 525 Ferry Road, a charity funded initiative operated by Edinburgh Palette which offers affordable office space and venues for charities, social enterprises and community organisations. On behalf of Edinburgh Palette, we manage the HUB@525 which provides a range of services to our neighbouring tenants. The successful candidate will have a key role in the smooth running of the HUB, as well as being part of the People Know How team.



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## The Role

We have a unique opportunity for a **Modern Apprentice Office Administrator** to join our team, during an exciting period of growth. The successful candidate will support the Chief Executive and the People Know How team in:

- Providing administrative support;
- Receiving visitors and providing a telephone service in a professional and welcoming manner;
- Writing formal letters and other correspondence as required;
- Preparing and printing documents;
- Ensuring that duties are carried out in accordance with Health and Safety procedures;
- Assisting with the ordering, control and distribution of stationery and supplies within the office;
- Inputting data and updating the computer system as required;
- Managing diaries and scheduling appointments/meetings;
- Providing hospitality to guests;
- Arranging events;
- Attending team meetings and taking minutes;
- Sorting incoming mail and receiving parcel deliveries;
- Acting as a first port of call for tenant inquiries;
- Maintaining a tidy office environment, with some light cleaning as required;
- Carry out any other duties as required.

## Person Specification: Essential

- Good telephone manner;
- Professional, friendly, honest and open approach with the ability to work effectively and in partnership with others both internally and externally
- Good level of written English;
- Good organisational skills;
- Strong communication skills;
- Good IT skills - knowledge of Word/Excel;
- Highly motivated and able to work independently;
- A positive, professional 'can do' attitude;
- Flexible and able to adapt to change to meet the needs of the organisation;
- Ability to work well with others as part of a team;
- Friendly, and able to work with a variety of different people;
- Driven to make a real difference with a shared vision and commitment to what we do.

## Requirements

Minimum of 3 x Level 4 National Highers including English and Mathematics



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