

Job Description

Post: Senior Administration Officer

Location: National Office, Edinburgh

Reporting to: Finance Manager

Hours: 35 hours per week (Full Time)

Salary: £19,085 per annum

In my role as Senior Administration Officer, I provide administrative support to the National Office team and to other services across the charity. I am the first point of contact for telephone enquiries, and take responsibility for welcoming callers, partners and visitors. I give high level quality support to the CEO and other Managers. Able to make decisions about the day to day procedures involved in my work, I am responsible for the smooth running of the administrative function.

I attend Board and senior staff meetings at which I am the minute-taker, and arrange committee meetings and other strategic meetings where formal confidential minutes are needed.

I have access to HR and other sensitive information and in doing so; maintain a professional level of confidentiality. I have a role nationally to liaise with other offices or services for administrative purposes.

What I do and what I achieve

- Provide a full, professional administrative service
- Perform front of house reception duties and be the central point of contact and information for all staff, volunteers, members, partners and stakeholders
- Ensure the office runs smoothly and efficiently, ordering stationery, managing petty cash and dealing with all record-keeping to a high, confidential standard
- Provide support to the CEO in the management of workload, including diary management and the production of letters, reports and presentations
- Act as minute taker in staff, HR, board, strategic and external meetings, providing an accurate record of decisions making and ensuring these are distributed to all parties
- Gather and collate information and present this information in a clear format

- Provide support to the training team to schedule and deliver the external training programme
- Monitor procurement portals and support the procurement process
- I have access to confidential documents and work in a way which maintains confidentiality
- In my HR support role, I ensure all staff records are maintained accurately and are filed and stored as per statutory requirements

Who I am

- I hold a professional qualification relevant to this post or can evidence a broad range of skills developed through experience
- My I.T skills across a number of applications are excellent
- I am competent in working across a range of skilled administration tasks
- I can lead a staff team in order to achieve outcomes in partnership with colleagues
- I take professional satisfaction from sharing my knowledge and skills with others
- When required, I can work autonomously within the wider national team
- I recognise the importance of robust administration systems and how these underpin the work of others
- I understand the requirements and comply with Health and Safety in the workplace as laid out in Support in Mind Scotland policies
- My value base is reflective of the organisation's aims and objectives
- I plan and organise my workload to meet competing service demands
- My analytical skills enable me to identify challenges and to determine positive solutions
- I contribute to internal policy and service development by identifying how changes could improve outcomes
- I take appropriate responsibility for ensuring resources are used efficiently

I may also have

- Experience of working with people affected by mental illness
- Experience of supervising a small team of staff
- Experience of working in the 3rd sector

General Duties

- Act in accordance with Data Protection legislation. Ensure all records, personal, staff and client data are managed in line with Data Management and Information Governance policies
- Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974
- As with all employees, workers and volunteers; to encourage people to join Support in Mind Scotland as a member, donor or activist
- To act in accordance with the charity's Health & Safety and Safeguarding policies and to notify your line manager promptly if there are any concerns
- To participate in regular supervision and appraisal and undertake any relevant training as appropriate to the role
- To work in accordance with the charity's national policies and local operating procedures and those of external regulators or professional bodies
- This job profile and list of duties is not exhaustive and serves only to highlight the main requirements. The line manager may stipulate other reasonable requirements commensurate with the general profile and grade of the post.