**Role Description**

**Job Title: Administrator**

**Salary: £18,000 per annum (pro rata £7,715.28)**

**Hours: 15 Hours per week fixed term contract to 31 March 2020  
(Monday – Friday 9am - 12pm)**

**Location: Glasgow**

**Reporting to: Operations Manager**

**About Disability Equality Scotland**

Disability Equality Scotland is a membership organisation for disabled people and disability groups/organisations. It’s our mission to make Scotland fully accessible.

We promote access in its widest sense, including access to our built and natural environment and access to the same and equal opportunities as enjoyed by others in our communities, promoting a life of dignity, respect, choice and independence. This extends beyond physical access to include access to information, access to inclusive communication and inclusion in decision-making, whether with planners over inclusive design or transport providers about accessible and safe travel.

**Role**

This is an exciting opportunity to underpin the work we undertake. As part of a busy and friendly team, you’ll bring excellent administrative, IT and financial skills to enable delivery of core business support, reporting to the Operations Manager.

If you are an experienced administrator with knowledge of Disability Equality, Access and Inclusion or a similar work environment we want to hear from you.

**Teamwork**

* Answer telephone calls and deal with and transfer as appropriately
* Be aware of colleague’s workload, offer support when required and necessary
* Attend weekly staff meetings

**Board of Directors**

* Board minute taking
* Board meeting preparation , including booking venues
* Communication with board of directors regarding Board meetings

**Office Administration**

* To operate word processing/ I.T. equipment to produce documents, reports, letters, presentations/ training packs etc. from copy, dictation and audio transcriptions.
* Type documents as requested.
* To ensure documents are produced accurately and in the correct format.
* Proofreading of monthly newsletters and quarterly magazines
* Minute taking of meetings.
* Undertake projects and general administration tasks as required by management.
* Monitor stationary, ink and filing cabinet levels and be proactive to ensure levels do not run too low, placing stationary/ ink orders at management request.
* Liaise with suppliers
* Liaise with I.T. Support Service to ensure minimal disruption when I.T. problem.
* Divert and un-divert office telephones in line with procedures
* Keep your Manager informed of work in progress
* To maintain strict confidentiality in relation to the work undertaken and ensure that all confidential material and data is stored according to policies and procedures.
* To be aware of and adhere to policies and procedures, which are appropriate to the position.
* Undertake additional specific tasks, as directed by your Manager or CEO
* Arrange yearly PAT testing for electrical equipment
* Implementing and maintaining procedures/office administrative systems
* Ensuring that health and safety policies are up to date
* Maintain the condition of the office and arrange for necessary repairs

**AGM**

* Support AGM preparation, overseen by CEO, supported by all staff
* AGM Minute Taking

**PA Support to Chief Executive Officer and Operations Manager**

* Acting as a first point of contact: dealing with correspondence and phone calls
* Managing diaries and organising meetings and appointments, often controlling access to the CEO / manager
* Reminding the CEO / manager of important tasks and deadlines

**Office Finance Support**

* To undertake office financial administration in accordance with the organisations finance systems: i.e. maintaining petty cash and local bank account; ordering office supplies and processing supplier payments; correct coding of expenditure.

**Person specification**

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| --- | --- | --- |
| **Selection Criteria** | **Essential (E)**  **Desirable (D)** | **Where Evidenced**  **Application (A)**  **Interview (I)**  **Presentation (P)**  **References (R)** |
| **Qualifications** | | |
| Administrative qualification | **E** | **A, I, R** |
| **Experience** | | |
| High standard of PC literacy to include Microsoft Office packages including Word, Excel, PowerPoint and Outlook | **E** | **A, I, P, R** |
| Experience of equality initiatives: have an interest in / or understanding of disability | **D** | **A / I** |
| **Skills and Knowledge** | | |
| Professional verbal and written communication skills | **E** | **A / I** |
| Excellent social skills and able to develop good working relationships with stakeholders | **E** | **A / I** |
| The ability to organise information to produce professional reports | **D** | **A / I** |
| Ability to communicate complex subjects orally | **E** | **A / I** |
| Ability to utilise social media sites like Facebook and Twitter and basic knowledge of updating WordPress websites. Training will be provided | **E** | **A/I** |
| Knowledge and understanding of inclusive communication and delivering information in inclusive formats. | **D** | **A / I** |
| **Competencies and Personal Attributes** | | |
| Flexible approach to workload | **E** | **A / I** |
| Ability to work independently and as part of a team | **E** | **A / I** |
| Enthusiasm and commitment | **E** | **A / I** |
| Ability to prioritise own workload and work to specified deadlines under pressure | **E** | **A / I** |
| Pleasant telephone manner and knowledge of telephone protocol | **E** | **A/I** |
| **Business Requirements** | | |
| Flexible hours to accommodate very occasional evening and weekend work. Occasional travel across Scotland will be necessary | **D** | **I** |

**Essential Requirements** are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

**Key Competency Areas**

1. **Commitment to the Organisation**

* Demonstrates the organisation’s values in being open and honest with stakeholders and others
* Maintains confidentiality in line with organisational policy
* Is committed to the organisation's standards
* Understands the business of the organisation including its vision and values
* Is punctual and reliable
* Acts professionally at all times
* Understands how own actions impact on the organisation
* Takes ownership for delivery of their own work

1. **Communicating and engaging**

* Is polite and approachable
* Listens effectively
* Asks the appropriate questions to clarify understanding
* Presents and passes on information promptly
* Presents a clear, concise and well thought through case using facts and figures
* Demonstrates the organisation's communication standards
* Takes pride in delivering high quality standards and seeks to expand own skills

1. **Embracing Change**

* Is open to new ideas and listens to other people's points of view
* Adjusts to peaks and troughs of workloads
* Always gives their best - is positive about change
* Covers for colleagues when needed

1. **Equalities and Diversity**

* Treats everyone with respect
* Open to new ideas and ways of working
* Demonstrates curiosity and seeks information
* Receptive to the positive contribution others can make
* Builds trust and communicates respect for others
* Considers impacts of own actions on others

1. **Team Working**

* Co-operates with others
* Asks colleagues for help when needed
* Puts in extra effort to share the load willingly
* Responds positively to requests for help from internal and external partners
* Is courteous, tactful and diplomatic
* Works with others to ensure projects and tasks are complete
* Answer telephone calls and deal with and transfer appropriately
* Be aware of colleague’s workload, offer support when required and necessary
* Attend regular staff meetings

1. **Working Efficiently and Effectively**

* Ensure own targets are completed
* Keeps people informed of progress on key tasks
* Refers to others when necessary
* Checks for accuracy to get things right
* Plans and prioritises to cater for peaks and troughs in workloads
* Looks for and suggests ways to improve current working practices
* Learns from mistakes
* Takes responsibility for achieving results
* Takes own initiative in prioritising workload

**Equal opportunities**

We are committed to being disability-smart and an employer of choice irrespective of race (which includes colour, nationality and ethnic or national origins), sex, sexual orientation, gender reassignment, religion or belief, marital or civil partnership status, age, disability, or pregnancy and maternity. The ethical and business case of ensuring that our workforce is representative of wider society is at the heart of what we do. When we are recruiting, disabled candidates who meet all of the essential criteria will be guaranteed an interview.