

JOB DESCRIPTION

COMPLETED BY: Chief Operations Officer in conjunction with Cruse Scotland's HR Consultant

JOB TITLE: Area Co-ordinator, Cruse Scotland South Area

REPORTING TO: South Area Manager

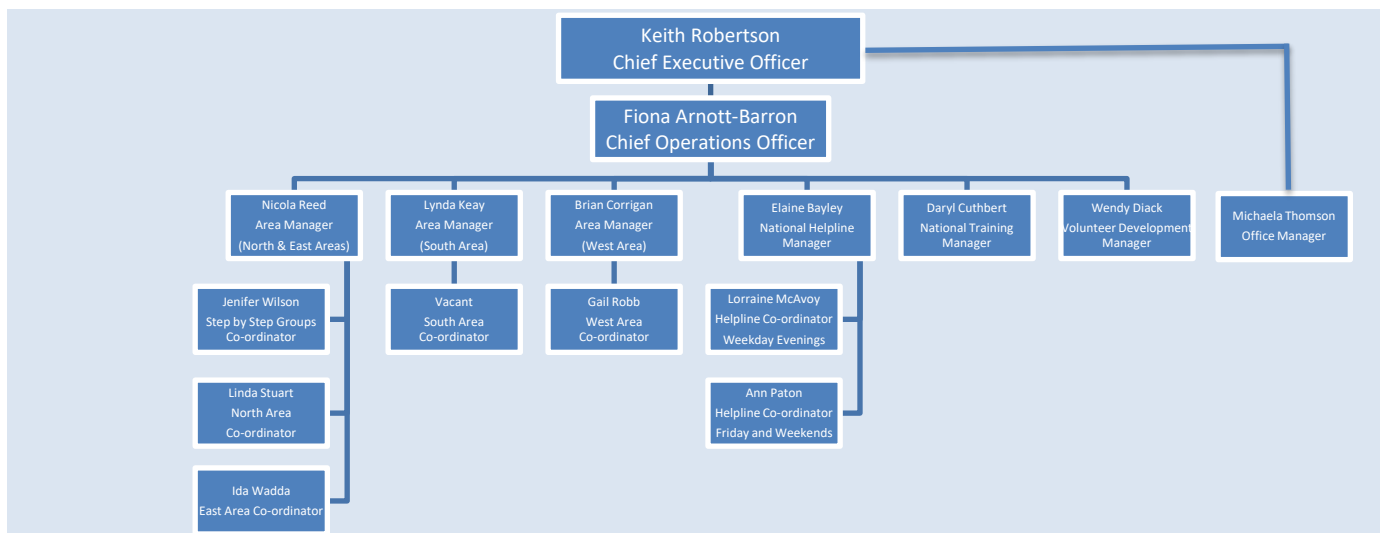
LOCATION: Leith, with occasional travel throughout Area and HQ as required*

**At the time of advert, due to pandemic, all staff roles are currently home based, due to Scottish Government guidelines*

MAIN PURPOSE OF THE JOB:

The role of the Area Co-ordinator is to provide administrative support to Cruse Scotland South Area, liaising on a regular basis with the Area Manager to ensure the needs of Cruse Scotland clients and volunteers are met, whilst working towards the effective delivery of our organisational objectives.

ORGANISATIONAL DIAGRAM:



TASKS:

- To work directly with clients by telephone, email and to provide reception cover as required.
- To oversee the timeous inputting of area data to the national database.
- To perform a general administration function for the area.
- To support the Area Manager in the delivery of objectives in line with the Cruse Scotland strategy and implementation plan.
- To assist with the development and implementation of the CPD programme in conjunction with the Area Manager.
- To appropriately allocate clients to the volunteer group.
- To participate as required by the Area Manager in the preparation of funding applications and reports.
- Where appropriate, establishing and maintaining effective relationships with local and partner agencies.
- To support Cruse Scotland volunteers within South Area.
- To ensure that all holiday leave is authorised in writing by the Area Manager prior to any bookings being made.
- To ensure that Area Manager is contacted in line with Cruse Scotland policy in the event of any absence.
- To show respect to Cruse Scotland colleagues and to understand and adhere to the COSCA Statement of Ethics and Code of Practice.
- Any other duty as reasonably required by the Area Manager, commensurate with the post. This may include duties for which the post holder has the necessary experience and/or training.

CONTACTS/LIAISON:

Internal: Area Manager; Volunteer Counselling Team; Peer Area Co-ordinators; Chief Operations Officer; Chief Executive Officer; HQ Staff Team

External: Funders; other Volunteer/Charitable Organisations; Statutory Services; Partner Organisations.

PERSON SPECIFICATION:

Skills	Essential	Desirable
Proficient in IT – in particular Microsoft Office packages	X	
Excellent organisational skills	X	
Competent report-writing skills		X
Excellent communication skills with the ability to adapt those to suit the particular situation	X	
Excellent interpersonal skills	X	
Ability to problem-solve	X	
Ability to effectively manage time and prioritise workload		X
Ability to meet deadlines	X	
Excellent listening skills	X	
Experience		
Experience of working in an office environment		X
Experience or knowledge of counselling work		X
Experience of data entry and database management		X
Qualifications		
Educated to Higher level or equivalent		X
Personal Qualities		
Trustworthy	X	
Of a calm disposition	X	
Team player	X	
Able to use own initiative	X	
Self-motivated		X
Ambassadorial		X
Punctual	X	
Hardworking	X	
Confidential	X	

January 2021