

We're looking for a new team member...

Administrative Assistant

Would you like to work for an innovative growing company working with public and voluntary organisations? We are looking for a full-time Administrative Assistant to join our expanding and fast-paced business at the forefront of an exciting space.

WHO ARE WE?

Matter of Focus is a purpose-led, B Corp company based in Edinburgh.

We work with organisations, projects and programmes to help them understand and track the difference they make to people and communities. Our clients include organisations in the public and voluntary sectors in Scotland, the UK and internationally. Through consultancy and our software OutNav we support our clients to tell their story and evaluate their contribution to the outcomes that matter to them and the people they care about.

As a purpose-led business, every member of our team believes in what we do and holds the following values:

- Collaborative: we work with people to achieve sustainable change
- Purposeful: we focus on what matters to people and communities
- Respectful: we build respectful relationships in all our interactions
- Outcome focused: we use an outcomes approach in all we do
- Pursuing excellence: we continuously innovate, learn and improve.
- Fair: we offer a fair and flexible pricing structure, with organisations that can benefit from our approach

ABOUT THIS ROLE

The Administrative Assistant is a new post to support the administrative work across the organisation. You will play a key role in supporting our client journey team and across the organisation, sometimes working independently on tasks set by the team, often working collaboratively to help the team develop ideas and solve problems.

WHAT WILL YOU BE DOING?

We are a growing company, building a strong team to take us to the next stage. As we continue to grow and face new challenges, our business must constantly evolve, and this makes for an exciting and creative journey! This means you need to be adaptable and flexible, but it also provides plenty of opportunity for personal and professional growth.

You will support our client journey team by creating files in SharePoint, updating supporting paperwork and updating our CRM system with client details. You will work directly with our clients, acting as a point of contact for any administrative issues.

You will help co-ordinate our OutNav Community events and make sure our other training and events run smoothly and that people who attend are having a great experience. You will often be the first point of contact for attendees and will ensure they have what they need, responding to questions by email and in Zoom or other platforms, using your initiative, and checking with the team on how to respond to more complex queries.

You will provide general administrative support across the business, which might include arranging meetings (beyond restrictions this may include booking venues and organising catering), supporting the production of events and associated campaigns, developing promotional content and working on our social media platforms. We are a small team and everyone needs to be adaptable and have a 'can-do' attitude to work and problem solving.

If you are friendly and approachable, are adaptable and flexible, constantly in search of improvements and have a can-do attitude – plus you would like to develop your skills working for a fast paced growing business – then this role could be for you.

Key responsibilities:

- Update and maintain our CRM system
- Prepare and issue client paperwork
- Act as a point of contact for our clients
- Provide event administration – registration, reminder emails, client support and on the day support for the event
- Monitor shared mailboxes
- Help with pulling together information from web analytics or other data and information
- Schedule social media posts; helping to grow a high-quality social media following by researching networks; collating social media analytics
- Assist in the creation of marketing email campaigns, and database management
- Assist with client communication – welcome emails, newsletters, liaising with clients for permission to use logos, photos, quotes and videos
- General administrative support across the business

WHO ARE WE LOOKING FOR?

We are looking for someone who has the following experience and attitudes:

- previous experience in a customer service or administrative setting
- polite, friendly and helpful in your communication, great attention to detail and the ability to present information clearly
- comfortable with online platforms and tools such as Zoom, Slack, Teams and have good IT skills such as using databases and Microsoft packages

- enjoys working collaboratively, like working with a wide variety of clients, and find it satisfying to help other people to get their work done
- very organised and efficient, able to work happily on your own and confident to contribute to team working
- enjoys working in a fast-paced environment, with multiple demands, and the ability to prioritise and adapt as things change
- adaptable to different tasks and happy for the role to potentially grow

We will be particularly impressed if you have:

- event or online event administration experience
- experience of marketing email and/or social media platforms
- experience of working in the public or voluntary sector
- experience using CRM systems

WHAT'S IT LIKE WORKING AT MATTER OF FOCUS?

We are a values-led company that aims to:

- grow a profitable and sustainable business that makes a meaningful contribution to improving public services
- establish Matter of Focus as the market leader for outcome-based thinking and support
- foster a respectful and healthy working environment for our team and all who we work with.

Everyone at Matter of Focus works together to further these aims and we are proud to have fostered a culture that is welcoming, positive and supportive, whilst also being hard-working and focused. To achieve this, it is important that all team members:

- work in a focused and productive way for the hours they are with the business
- maintain a good work/life balance
- communicate effectively with everyone involved with Matter of Focus, bringing their perspective, ideas or concerns to the table
- are friendly and open to all potential and current clients
- generally, help with any tasks required in making Matter of Focus a successful business.

SALARY AND HOURS

The salary for this post is £19,000 to £23,000 per year. This post is a full-time post, working 35 hours per week. We are currently a team of ten people and our base is in Edinburgh with some remote working. Currently all staff are supported to work from home under lockdown restrictions. We have a generous holiday allowance of 40 days per year inclusive of public holidays.

APPLICATION AND INTERVIEW PROCESS

Please send your CV with a brief covering letter or email outlining why you are a good fit for this role and our company. Any questions and applications should be directed to:

recruitment@matter-of-focus.com

Closing date: Noon (BST) Friday 23rd April 2021

Anticipated date for interview: Wednesday 5th or Thursday 6th May 2021