

## Post: Administrator (Suicide Bereavement Support)

### Salary Banding: Level 2

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In my role, I am responsible for the provision of administrative support to the Suicide Bereavement Support service team in the Highlands and in Ayrshire and Arran. I may also support other staff who request practical help.

I take responsibility for managing my workload and ensure that I follow guidance to help the team meet their outcomes in a timely and efficient way. I make suggestions and provide ideas to help the team develop new and better systems and procedures.

#### **What I do and what I achieve**

- I answer the phone and welcome all callers to the centre signposting them as appropriate
- I provide administrative support to staff
- I coordinate and collate administrative paperwork and reports, and file them/pass them on as appropriate
- I maintain accurate staff records and carry out administrative duties in relation to staffing and Finance
- I act as minute taker in meetings including confidential meetings both with staff and service users and ensure these are promptly distributed to all parties.
- I assist with routine information and administrative tasks such as filing, dealing with the mail, ordering supplies, preparing newsletters and information packs and setting up meetings
- I provide general clerical support to all the staff in the team including photocopying, and keeping the office tidy

#### **Who I am**

- I hold a qualification relevant to this post or can evidence a skillset developed through experience
- My IT skills across a number of applications are very good
- I am competent in working across a range of skilled administration tasks
- When required, I can work autonomously within the wider staff team
- I respect the confidentiality of others and am conscientious in maintaining this
- I understand Health and Safety requirements in the workplace as laid out in Support in Mind Scotland policies and I comply with these.
- My personal and professional value base is reflective of the organisation's aims and objectives

## **I may also have**

- Experience of working in a setting where people are affected by distress mental illness
- Experience of delivering administration services across a number of services
- Experience of working within Health and Social Care

## **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 and projects commensurate with the general profile and grade of the post.