

**Introduction**

ACOSVO is a membership organisation for voluntary sector leaders in Scotland.

Vision: “Excellent voluntary sector leadership in Scotland”

Our Core Purpose is to:

* Support, develop and inspire voluntary sector leaders at all stages in their journey
* Advance thinking: ideas and resilience for the future
* Strengthen connections, organisations, governance, sustainability and partnerships.

Our Values:

We are passionate, dedicated and committed in all that we do:

* We build respect and trust in the way we work
* We are flexible, adaptable and versatile
* We have an ethos of honesty, openness, integrity, inclusion and sharing
* We are innovative, adaptive and welcome change
* We champion economic, social and environmental responsibility
* We delight in delivering excellent voluntary sector leadership in Scotland through interacting closely with members, non-members, partners, stakeholders and supporters

**Diversity and inclusion at ACOSVO**

ACOSVO wishes to increase the diversity of its staff and welcomes applicants from all sections of the community, particularly from people with disabilities and people from black and minority ethnic communities, currently under-represented within ACOSVO. ACOSVO offices are currently closed, when open we will be moving to new premises which are fully accessible.

ACOSVO welcomes requests for flexible working, including part-time working or job sharing. If you would like a copy of ACOSVO’s diversity and inclusion policy, please contact office@acosvo.org.uk

**Terms and Conditions**

ACOSVO offer excellent terms and conditions and aim to be a fair work employer.

Probation period: 3 months



**Senior Administrator - Job Description**

**Part-time**

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| Job Title: | Senior Administrator (Part-time) |
| **Reports to:** | Head of Sustainability |
| **Position within Structure:** | Team Member |
| **Salary:** | Pt 21-25 SJC Scale with additional 2% cost of living increase (£23,190 - £25,948 pro rata) |
| **Work Location:** | Edinburgh (Home based during lockdown) |
| **Travel requirements:** | Throughout Scotland with occasional UK travel |
| **Contract Type:** | 17.5 - 21hrs per week; Fixed term initially for 12 months final contract approval after 3 months in post, post part supported by Scottish Government - extension dependent upon continued funding. |

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| Job Responsibility | Required | Job Responsibility | Required |
| **People Manager** | Supporting line managers in people management responsibilities | **Decision Making Authority** | Not applicable |
| **Development of Staff** | Supporting ACOSVO in overall development of team members | **Finance/**  **Budget** | Back up Secretary to Board Meetings/Governance/Risk/Finance  Subgroup: drafts report for Board Meetings. |
| **Membership Development** | As part of Team ACOSVO – responsible for delivering the overall strategy. | **Can make hiring decisions.** | Supports SMT in hiring decisions. |
| **Key Relationships** | External: Members; Suppliers; Office Landlord and Tenants, HR Support  Internal: Board; Senior Management Team; Team ACOSVO | **Assigns Resource** | Not applicable |

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|  | **ACOSVO Overview – Job Purpose** |
| **ACOSVO Vision** | Excellent voluntary sector leadership in Scotland |
| **ACOSVO Aims** | **Support, develop & inspire**  voluntary sector leaders at all stages in their journey  **Advance thinking**  ideas and resilience for the future  **Strengthen**  connections, organisations, governance, sustainability & partnerships |
| **ACOSVO Staff**  **Values** | [Click Here](https://acosvouk.sharepoint.com/:w:/g/ETtZ4P8UaDFLtzSiw0GwYHwBibfN5tzH5uW0gMbYmoH1Xg) |
| **Job Purpose** | 1. Manage and implement HR systems  2. Contribute to operations and governance, providing support to CE and backup support to Board  3. Deliver support activities that enable smooth running of office  4. As part of Team ACOSVO contribute to ensuring membership growth through implementation of Membership Journey & Touchpoint Strategy  5. Deliver high quality service to ACOSVO, its stakeholders, partners & members, embodying ACOSVO’s Staff Values |

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| **Job Purpose** | **Job Responsibilities** | **Measured by** |
| 1 | * Manage, administer & provide a first point of contact for HR Breathe System; setting & monitoring staff leave annually; updating staff member detail as required. * Provide oversight of team contracts, job descriptions and HR handbooks and systems. * Work with line managers to manage sickness and absence. * Handle recruitment duties, including on-boarding new staff members and training new employees where necessary. * Update and maintain the Policy Handbook. * Inspire, motivate & support Team ACOSVO; recruit, LM & supervise interns/volunteers to maximise potential and make best use of skills & resources * Support ACOSVO’s ambition to be a fair work employer, and support health, wellbeing and resilience of the team. * Inspire, motivate & support Team ACOSVO; support line managers to maximize potential performance, making best use of colleague’s skills & available resource. * Support staff training and development, providing a first point of contact for inducting and supporting new staff. | Balance Scorecard; sustainability framework; resource strategy; surveys; feedback from Board, Scottish Government, Partners, colleagues, line manager; ensuring personal & team objectives met; pro-actively action evaluation analysis. |
| 2 | * Provide support to the CE including managing diaries, organising and scheduling meetings, providing briefings and papers to support excellent leadership. * Prepare meeting agendas, perform research for meetings, and take minutes during meetings * Support board paper preparation and coordination, delivery of Board Packs and Trustee Handbook * Draft reports for Board meetings, SG Bus Plans & Reports, Trustee / Annual report * Take responsibility and ownership for deadline compliance, reporting and important documents and files in identified areas * Co-ordinate and provide admin support for team meetings and SMT meetings, including readouts. * Provide backup secretariat for Board and subgroup meetings. | Balance Scorecard; sustainability framework; resource strategy; surveys; feedback from Board, Scottish Government, Partners, colleagues, line manager; ensuring personal & team objectives met; pro-actively action evaluation analysis. |
| 3 | * Lead on office management * Ensure office procedures & Office Manual are reviewed annually. * Act as H&S lead for office equipment, work area, induction & annual training * Maintain provision of office consumables/stocks. * Maintain office correspondence including emails * Liaise with members and business guests as required * Lead on Cyber security and act as Data Protection Officer * Solve simple IT problems and contact the IT department when necessary | Balance Scorecard; sustainability framework; resource strategy; surveys; feedback from Board, Scottish Government, Partners, colleagues, line manager; ensuring personal & team objectives met; pro-actively action evaluation analysis. |
| 4 | As part of team ACOSVO   * Ensure Team ACOSVO are focused on membership, meet associated membership growth/income targets through delivery of membership journey/touchpoints process. * Improve member experience to ensure their needs are always ACOSVO’s primary focus; ensure swift resolution of issues; be innovative & adaptive to member needs in way that enhances ACOSVO’s reputation. * Ensure full potential of CRM system maximised | Balance Scorecard; sustainability framework; resource strategy; surveys; feedback from Board, Scottish Government, Partners, colleagues, line manager; ensuring personal & team objectives met; pro-actively action evaluation analysis. |
| 5 | As Part of team ACOSVO   * Champion culture of excellence which focuses on outcomes, maximises use of resources, is collaborative & actively promotes ACOSVO values & ethos. * Lead by example constantly role modelling positive attitude, setting standards in terms of tone & behaviour, showing genuine care & concern for colleagues. * Maintain & upgrade professional knowledge & practice through relevant training/research. * Act as Data Processor in accordance with ACOSVO Information & Security Policy | Balance Scorecard; sustainability framework; resource strategy; surveys; feedback from Board, Scottish Government, Partners, colleagues, line manager; ensuring personal & team objectives met; pro-actively action evaluation analysis. |

**Appendices:**

1. **Person Description – essential & desirable criteria**
2. **Core, Functional, Leadership & Managerial Competencies**

Appendix 1. Person Description – essential & desirable criteria

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| **Essential** |  |
| **Education & qualifications** | Educated to higher level or equivalent. |
| **Experience & Characteristics** | Can demonstrate relevant experience. Takes personal responsibility for quality & timeliness of work; adapts to changing context & needs; examines data to grasp issues; checks for accuracy to get things right first time; remains focused when faced with competing demands; prioritises work to maximise effective use of resource/effort; meets deadlines; reliable; diplomatic; proactive; helpful. |
| **Management & Experience** | Strong Administrative management knowledge; experience managing projects & processes; comfortable liaising & coordinating with range of stakeholders. |
| **Sector Experience** | Appreciation of context of working in a third sector organisation and understanding of the sector more widely. |
| **Leadership Knowledge** | Appreciation of characteristics & qualities required for strong leadership, understanding of benefits of excellent leadership. |
| **Membership Knowledge** | Not required |
| **Technical Knowledge** | Knowledge & experience of strategic communications; experience managing customer requirements. |
| **IT/Systems Knowledge** | Strong excel & office system expertise; sound knowledge of statutory requirements; comfortable using Microsoft Office applications; meticulous data entry skills; experience using/comfortable with CRM systems. |
| **Communicating & Influencing** | Strong communication skills; uses forms of communication appropriate to audience; asks relevant questions to clarify understanding; present succinct, clear, accurate information promptly orally/in writing as required; follows logical sequence. |
| **Planning & Organising** | Effective delivery; ensures achievement of targets & work plans; prioritises workload; works as part of a team; seeks guidance when necessary; keeps appropriate people informed of progress in key areas; able to take direction and deliver to deadlines. |
| **Analysis & Problem Solving** | Understands situations/problems by breaking down into constituent parts, or traces implications in a step-by-step method. |
| **Desirable** |  |
| **Experience & Characteristics** | At least 3 years relevant professional experience |
| **Sector Experience** | Experience working in more than 1 sector (private, public, third sector) |
| **Experience & Characteristics** | Experience working in/with a membership organisation; knowledge of third sector in Scotland; ability to present & analyse data. |
| **IT/Systems Knowledge** | Experience using spreadsheets, online meeting functionality. |
| **Financial Experience** | Some financial management & reporting expertise; budgetary awareness; demonstrates financial understanding; follows fiscal guidelines regulations, principles when committing financial resources/processing financial transactions. |

## **Appendix 2 - Core, Functional, Leadership & Managerial Competencies**

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| **Core Competencies** | **Level** | **Functional Competencies** | **Level** | **Leadership & Managerial Competencies** | **Level** |
| **Integrity and Ethos** | 2/ skilled | **Communication and Influencing** | 2/skilled | **Strategic Thinking** | 1/basic |
| **Planning and Organisation** | 2/skilled | **Analysis and Problem Solving** | 2/skilled | **Capacity Building** | 2/skilled |
| **Commitment to Improvement** | 2/skilled | **Judgement and Decision Making** | 3/advanced |  |  |
| **Results Driven** | 2/skilled | **Financial and Business Acumen** | 1/basic |  |  |
| **Stakeholder Engagement** | 2/skilled |  |  |  |  |
| **Team Collaboration/Understanding** | 3/advanced |  |  |  |  |

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| **Level 1**  **Basic Application** | Displays understanding of effective performance and demonstrates practical application. Has minimal influence or responsibility and mostly works under supervision |
| **Level 2**  **Skilled application** | Demonstrates practical application in a range of work situations and can provide guidance to others and shares lessons learned. Can work autonomously with limited or no supervision. |
| **Level 3**  **Advanced application** | Can solve complex problems in this area with extensive knowledge and understanding of principles and practices. Demonstrates practical application in a wide range of work situations. Is seen as a role model for others. Can provide coaching/mentoring in this area, lead projects and be the point of contact for leaders, members, stakeholders and partners |
| **Level 4**  **Expert application** | Can apply integrated knowledge gained from many years of application in this area. A leading authority in this area and recognised in the sector as expert. Is able to perform as an ambassador for ACOSVO and attend seminars and conferences as the organisational representative. |