Job Title: **Administrator & Information Line Worker**

Responsible to: **Head of Finance**

Salary: **£18,636- 21,597 per annum**

Hours: **1 x** **full time (35 hours per week)**

Location: **Full time post, based at 2 Queens Crescent Glasgow**

Contract: **Fixed term until 31st July 2022**

# JOB DESCRIPTION

## Job Purpose

Working as part of the friendly Visibility Scotland Head Office team, the Administrator and Information Line worker is the first point of contact for Visibility Scotland.

They will be responsible for answering queries and then, if necessary, sign posting to the correct person. The post holder will also be responsible for the general administrative work of the organisation, ensuring the smooth running and operation of office systems and procedures.

The post-holder will be technology aware, with a good grasp of the Microsoft office suite of applications and databases, and bewilling to learn about assistive and accessible technology.

## What kind of person are we looking for?

Due to the nature of this post, the Administrator and Information Line worker will be approachable, engaging and confident in dealing with service users, staff and visitors to Head Office.

As such, excellent communication skills, a confident manner and a willingness to problem solve is essential to ensure that the service continues to meet the needs of visually impaired people.

Specific Duties:

* Information Line:
	+ Answering the telephone calls, assisting the callers and if further assistance is necessary directing to the correct person
* General Administration:
	+ Record and distribute mail; minute taking; welcoming visitors; dealing with building and equipment faults and repairs.
* Administration Support:
	+ Provide administration support to Visibility Scotland services including sending letters and accessible correspondence; arranging appointments; updating rotas; booking venues; organising catering.
	+ Extracting data from the Visibility Scotland database for use in mail merges.
* Office/Service Supplies:
	+ Place or compile orders, purchase stationery and other office/service items; meeting resources and refreshments; and office cleaning products and toiletries.
* Health and Safety:
	+ Assist with health and safety procedures as instructed by the Head of Finance and/or Chief Executive.
* NHS low vision clinic is currently operating from Visibility Scotland. The admin worker will welcome staff, service users and NHS patients when they enter the building and they may need to provide sighted guiding. Training on this will be delivered as part of the induction process.
* Children, Young People and Families work (7 hours per week – these hours are included as part of the 35 hour week). The admin worker may be required to attend one of family events, providing admin support and post event evaluation questionnaires.
* Other duties:
	+ Become familiar with Visibility Scotland services, establishing productive team working relationships with colleagues.
	+ Make effective use of training opportunities made available through Visibility Scotland and other organisations.
	+ Work within the policies of Visibility
	+ Other relevant duties as directed by line manager.

**PERSON SPECIFICATION**

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|  | **Essential** | **Desirable** |
| A high level of written and verbal communication and organisational skills | ✓ |  |
| A high standard of computer and IT skills and knowledge | ✓ |  |
| Proven experience of office management and systems and structures that will support office administration |  | ✓ |
| Knowledge of health and safety legislation and GDPR |  | ✓ |
| Ability to work independently with the minimum of supervision and to use initiative where relevant | ✓ |  |
| Ability to work in a multi-disciplinary team setting with colleagues and to have a friendly, flexible, positive, approachable, courteous approach to others | ✓ |  |
| Ability to work under pressure and keep to deadlines, willing to learn and share knowledge | ✓ |  |
| Proven experience with current versions of Microsoft Office, PowerPoint, Access and Excel packages, email systems and other relevant computer systems | ✓ |  |
| Ability to set up and maintain database systems |  | ✓ |
| Ability to plan and attend meetings and prepare accurate minutes | ✓ |  |

**ADDITIONAL INFORMATION**

* Annual leave entitlement: 25 days annual leave and 12 days public holidays
* Pension: Visibility Scotland employees are automatically entered into The Pensions Trust pension scheme which is a contributory scheme.
* References: This appointment is subject to satisfactory references.
* PVG/Disclosure: This post is subject to a standard disclosure under the Police Act 1997 (Part V).
* Probationary procedures: This post is subject to a 6 month probationary period.
* Equal Opportunities: Visibility Scotland is committed to Equal Opportunities and welcomes applications from all candidates whatever their age, race, nationality, religion, ethnic or national origins, gender, marital status, sexual orientation, or disability.
* Application process: Please complete the application form and send to info@visibilityscotland.org.uk or post to Visibility Scotland, 2 Queens Crescent, Glasgow, G4 9BW by **Monday, 21st June 2021 at 12 noon.**
* **Please note that interviews will be held via Zoom and are scheduled for the week commencing Monday, 28th June**

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