

**HELENSBURGH AND LOMOND CARERS SCIO
JOB DESCRIPTION**

Job Title	Office Administrator
Employer	Helensburgh and Lomond Carers SCIO Lomond House 29 Lomond Street Helensburgh G84 7PW
Hours	Full-time (35 hours per week)
Place of work	The post holder will be based at the Carers Centre in Helensburgh.
Reports to	The Manager of the Charity.
Salary	SCP21- £23,515 to SCP24- £25,477 Appoint within this range depending on experience.
Annual Leave	The basic annual leave entitlement for full time staff working 35 hours per week is 20 days per annum in addition to 12 public holidays per annum. A public holiday falling within a period of annual leave does not count as part of that leave.
Pension	The Charity will comply with any duties it may have in respect of the postholder under Part 1 of the Pensions Act 2008, including automatically enrolling them as a member of the Helensburgh & Lomond Carers Workplace Pension Scheme with AVIVA. On appointment, the postholder will be provided with full details of the Scheme, including the minimum contribution level they require to make (which is currently 5% of basic salary) and their right to opt out if you do not want to join the Scheme. If the postholder becomes and remains a member of the Scheme, the Charity will contribute a sum equal to 4.0% of their basic salary to the Scheme.

<p>Job Role</p>	<p>Reporting directly to the Manager and working closely with other members of staff and volunteers, the post holder will provide day-to-day administrative support for the Charity and be directly responsible for office administration systems and procedures and practices that meet high standards of quality, integrity and accountability and comply with the relevant legislative requirements. The post holder will have lead responsibility for updating the Charity’s website and social media platforms.</p>
<p>Core Tasks/Job Activities</p>	<p>Administration</p> <ul style="list-style-type: none"> • take primary responsibility for general office administration, including developing and maintaining paper and computer based administrative systems for the Charity. • be responsible for responding to emails received into the office email account. • work with other staff and volunteers to ensure the smooth running of the Carers Centre by answering telephone calls, greeting visitors, managing, and referring queries and problem solving. • assist the Manager and other members of staff in the organisation of meetings, conferences, and other similar events. • attend meetings and take minutes as and when directed by the Manager. • prepare or assist in the preparation, copying and circulation of agendas and papers for meetings. • maintain the office diary, making appointments for both staff and carers and booking meetings, training, therapy, and counselling sessions etc. • supervise Community Job Scotland placement as required. • prepare letters, reports and documents required by the Manager, other staff or members of the Management Committee related to the work of the Charity. • collect, sort and where appropriate record postal and electronic communications. • gather qualitative and quantitative information and compile these in to Monthly, quarterly and annual reports as directed by the Manager. • maintain and update the members register. • support the Manager in ensuring the organisation’s Policies and Procedures relating to the operation of the Centre are adhered to, particularly those relating to statutory requirements, such as compliance with Health and Safety Regulations. • at the direction of the manager ensure arrangements are in place for an effective and efficient recruitment process as required. <p>Communications</p> <ul style="list-style-type: none"> • co-ordinate, prepare and publish the Charity’s newsletters and other publications using Canva software.

	<ul style="list-style-type: none"> • On a day-to-day basis monitor the content of the Charity’s website to ensure relevancy, accuracy, and currency of content. • Liase with contractor regarding the updating of website content. • On a day-to-day basis monitor the content and use of the Charity’s website and social media platforms. • Liase with staff regarding updating the content of the Charity’s website and social media platforms. <p>Financial</p> <ul style="list-style-type: none"> • as delegated by the manager day to management of petty cash and banking arrangements. • liaise with suppliers and make properly approved and authorised purchases on behalf of the Charity. • order stationery, stamps and other supplies required for the delivery of the Charity’s services. • monitor expiry dates of insurance certificates, maintenance agreements, service contracts etc and ensure appropriate steps are taken to maintain the continuity of related services. • liaise with contractors and others involved in servicing or maintaining equipment held within the Centre • ensure the organisation’s assets are properly maintained and secured. • assist the Treasurer keeps the Asset Register up to date. • maintain the Charities annual fundraising calendar.
<p>Complexity</p>	<p>The postholder may also be asked by the Manager to undertake other tasks consistent with the nature and the scope of this post. Many of the specified tasks and activities will be initiated by the Manager, other members of staff or the Management Committee, but the post holder will be expected to work on their own initiative to develop efficient and effective systems and methods of working that will serve the best interests of the Charity and the delivery of high-quality services to carers. They will require sound organisational skills, ability to prioritise work and meet deadlines as and when required. The post involves regular contact with carers and health, local authority and voluntary sector professionals at all levels and effective communications skills are essential.</p>
<p>Additional duties</p>	<p>Team working is essential to the smooth running of the Charity. It is the nature of the work that at times, responsibilities and tasks may be unpredictable and varied. Where the occasion arises, members of staff are expected to work in a flexible way. Any additional duties will normally be compatible with regular working and the need to provide service continuity. If the additional responsibility or task becomes a regular or frequent part of the employee’s activities, it will be included in the Job Description in consultation with the post holder.</p>

<p>Additional hours</p>	<p>In order to meet the Charity’s service requirements, there may be a need to work additional hours and staff are expected to co-operate with any reasonable request. Payment at overtime rates will be paid for any hours worked in excess of 35 hours in any week or if employees are asked to work on a Saturday or Sunday or on a local public holiday. Employees can opt to take time off in lieu, subject to the approval of the Manager.</p>
<p>Special Conditions</p>	<p>The post entails work with vulnerable people and the postholder will require to be registered as a member of the Protection of Vulnerable Groups Scheme. This will involve a Disclosure Scotland check prior to a formal offer of employment being made.</p> <p>The starting and finishing times have to be flexible to fulfil the requirements of the post and meet the needs of the Charity, but the actual hours worked will normally be between 9.00am and 5.00pm. The starting and finishing times will be agreed with the Manager, who may be able to vary these to accommodate the postholder's personal circumstances.</p>