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|  | Glasgow Council on Alcohol14 North Claremont Street,Glasgow G3 7LE0141 353 1800 |  |

**JOB DESCRIPTION**

**JOB TITLE:** Elevate Administrator

**JOB GRADE/SALARY:** £18,348-19,090 per annum (pro rata)

(Flexible working, part-time hours, or job-sharing arrangements will be considered for the right candidate)

**LOCATION**: Citywide but based within the GCA office in North Claremont Street, Glasgow

**MAIN FUNCTION / RESPONSIBILITY:**

The post holder will primarily be required to provide a variety of administrative services to assist with the delivery of the Elevate Project Team but will also provide professional support to other services within GCA as required.

**REPORTING RELATIONSHIPS:**

The Elevate Administrator will report to the Employability Team Leader.

**KEY RESULT AREAS:**

* Provide variety of administrative services to the Elevate Project Team in a sensitive, and a pro-active manner
* Data entry and ensuring database is kept up-to -date and accurate
* Support the work and development of Elevate Project Team via written, oral or face to face communications

 **MAIN DUTIES**

* Take and disseminate minutes and actions from Elevate meetings
* Assist the Chair and Partnership Manager through report writing or collating draft information for executive level
* Provide support at meetings in person or on the telephone; answering or directing inquiries
* Produces information by transcribing, formatting, inputting, editing, retrieving, copying and transmitting text, data and graphics
* Help maintain filing and retrieval systems; recording meeting discussions
* To maintain the database by collating, checking and entering data provided by the Elevate Project Team
* Accurately receive, process and activate referrals from partner agencies
* Co-ordinate and update staff diaries
* Manage social media marketing campaigns and day-to-day activities including for Facebook and Twitter
* Plan and co-ordinate events and opportunities for training/information sharing including Graduation Ceremony and Conversation Cafes
* To deal with all callers to the office in a sensitive, courteous and appropriate manner and notify the relevant member of staff of their arrival
* To answer telephone calls, take accurate messages and pass them to the appropriate person.
* Provide a point of contact in the absence of the named staff member, to facilitate appointments/maintain contact/ongoing support
* To manage and allocate petty cash while keeping accurate records
* Arrange hospitality and catering for meetings as required
* Any other duties as required in relation to the role

**PERSON SPECIFICATION**

(E = *Essential* D = *Desirable*)

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| **QUALIFICATIONS** |  |
| * Office Administration / IT/ Business Administration
* Standard Grade English
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| **SKILLS** |  |
| * Computer literacy
* Good written and verbal communication skills
* Time management skills
* Interpersonal skills
* Attention to detail
* Effective organisational and planning skills
* Ability to work on own initiative and remotely from line management
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| **EXPERIENCE OF** |  |
| * Minimum 2 years recent administration experience
* Office administration experience in small/medium sized organisation
* Experience of databases especially Microsoft Access relational databases with emphasis on development, querying and reporting
* Data processing / entry
* Working effectively within a team
* Event planning and organising
* Managing social media
* Experience of providing support and information to vulnerable people
* Experience of reception /greeting visitors and clients and answering the telephone
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| **KNOWLEDGE OF** |  |
| * Microsoft Office - Microsoft Word, Excel and Outlook
* Microsoft Access
* Zoom & Microsoft Teams
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| **PERSONAL ATTRIBUTES** |  |
| * Well organised
* Focused on accuracy
* Commitment to Team Working
* Professional attitude
* Self-directed / proactive
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