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|  | Glasgow Council on Alcohol 14 North Claremont Street,  Glasgow G3 7LE  0141 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 | E E |
| **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 | E  E  E  E  E  E  E |
| **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 | E E E  E  E  D  D  D  E |
| **KNOWLEDGE OF** |  |
| * Microsoft Office - Microsoft Word, Excel and Outlook * Microsoft Access * Zoom & Microsoft Teams | E E  E |
| **PERSONAL ATTRIBUTES** |  |
| * Well organised * Focused on accuracy * Commitment to Team Working * Professional attitude * Self-directed / proactive | E E E E E |