



JOB DESCRIPTION			
Job title:	Administrator		
Base:	Shared Care Scotland offices – Dunfermline <i>(We are working towards introducing a hybrid model, and it is anticipated that the successful candidate will have some flexibility to work remotely with the expectation they will be able to attend our office location as necessary.)</i>		
Responsible to:	Communications Manager		
Salary:	£24,000 + employer pension contribution		
Hours:	35hrs a week (excl. 1hr per day for lunch). Subject to the requirements of the job, there will be some flexibility on when these can be worked.	Holidays:	36 days annual leave including public holidays. Additional long service leave after 5 years.

JOB PURPOSE
The overall purpose of the Administrator role is to ensure the efficient and effective provision of administrative and support services to colleagues and Board Directors at Shared Care Scotland, thereby contributing to the organisation achieving its mission and purpose.

KEY RESULT AREAS
<ul style="list-style-type: none"> • To establish and organise Shared Care Scotland’s office systems and operational procedures and ensure these are efficient, effective and comply with company policies • To service and support the work of the Chief Executive and Directors including arrangements for Board meetings and Annual General Meeting • To maintain and support the development of Shared Care Scotland’s Online Short Break Directory of Services and ensure that service records remain accurate and up-to-date • To respond to short break enquiries in a timely and effective way and maintain accurate monitoring records

KEY TASKS AND RESPONSIBILITIES

The key responsibilities of the Administrator are:

General office administration tasks include:

- Organise and keep under review administration systems, databases and procedures and make improvements as necessary to increase organisational efficiency
- Assist colleagues with the administration of conferences, events and meetings, including Learning Exchange events
- Manage and respond to general correspondence and telephone calls received to the office
- Ensure sufficient office supplies by tracking stock and placing orders as necessary
- Create and update records and databases with personnel, financial and other data
- Organise office maintenance and repair work
- Act as first point of contact for Fife Council concerning matters related to our office lease at Dunfermline Business Centre
- Monitor the office budget with support from the Chief Executive
- Support the bookkeeper to ensure timely processing of invoices and expenses
- Approve decisions, requests, expenditure and recommendations on office expenditure on behalf of the Chief Executive in their absence, according to agreed guidelines and principles
- Act as appointed Health and Safety Officer and ensure that all legislation relating to the occupation and use of the offices is complied with, including carrying out periodic risk assessments
- Provide administrative support to Shared Care Scotland's Board of Directors including timely production of minutes, agendas and arrangements for AGM

Communications/support service tasks include:

- Support the Communications Manager with the on-going development and operation of the Online Short Break Directory (OSBIS) and Enquiry Service, including:
 - source, contact and register service providers on OSBIS including checking and approval of service information, and helping providers to register accounts and update records
 - (where necessary) establishing and implementing administrative systems and procedures to ensure service records on OSBIS remain up-to-date and are accurate
 - respond to short break enquiries effectively and efficiently and within our target timescales
 - establish and maintain systems to ensure enquiries are logged, tracked and outcomes recorded
 - provide performance monitoring reports to the Communications Manager as necessary
- Develop and maintain Shared Care Scotland's customer relationship database ensuring records are accurate, correctly categorised and compliant with GDPR
- Represent Shared Care Scotland at events and conferences to promote our information and support services

Additionally, the Administrator is expected to:

- Maintain an up-to-date knowledge and understanding of any developments relevant to the effective delivery of Shared Care Scotland's services
- Contribute to the ongoing development of Shared Care Scotland
- At all times acting as an ambassador for Shared Care Scotland and demonstrate our values

ESSENTIAL ATTRIBUTES & SKILLS	ESSENTIAL	
Proven experience of working in an office administrator or manager role within a busy office with a strong customer service ethos and high level of professional integrity	<input checked="" type="checkbox"/>	
Ability to use own initiative, prioritise and organise own workload, and manage conflicting priorities while meeting deadlines	<input checked="" type="checkbox"/>	
An aptitude for helping people and working effectively within and between teams with a flexible approach	<input checked="" type="checkbox"/>	
A positive outlook, strong work ethic and aptitude for problem solving	<input checked="" type="checkbox"/>	
Excellent written and verbal communication skills with high standards of accuracy and attention to detail	<input checked="" type="checkbox"/>	
Demonstrable experience of developing and implementing office systems to improve office efficiency and effectiveness	<input checked="" type="checkbox"/>	
Good working knowledge of Microsoft Office packages and willingness to learn new applications as required	<input checked="" type="checkbox"/>	
Commitment to, and passion for, the purpose, aims and values of Shared Care Scotland	<input checked="" type="checkbox"/>	
Flexibility in working hours when necessary	<input checked="" type="checkbox"/>	
DESIRABLE ATTRIBUTES AND SKILLS		DESIRABLE
Experience of using and administration of Sage accounting software		<input checked="" type="checkbox"/>
Experience of attending Board / senior management meetings and the ability to prepare and issue agendas and take minutes of meetings		<input checked="" type="checkbox"/>
Interest in and understanding of issues related to unpaid caring, living with a disability or long-term health condition		<input checked="" type="checkbox"/>

This job description is indicative of the nature and level of responsibilities associated with this job. It is not exhaustive, and the job holder may be required to undertake other duties and responsibilities commensurate with the grade.

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