

Job Description



Job Title:	Area Co-ordinator for Cruse Scotland South Area <i>(Cruse Scotland South Area covers the geographical areas of: Edinburgh, The Lothians, The Scottish Borders, Forth Valley and Stirling)</i>
Location:	Edinburgh (Leith) with flexibility to work from home on days where reception cover is not required; and with occasional travel throughout South Area
Reporting to:	South Area Manager
Hours:	21 hours per week – 3 full days Monday, Wednesday and Friday or equally split over 5 days Monday to Friday
Salary:	£12,242 per annum plus 6% contribution to pension

Purpose and Aim of the Role:

The role of the Area Manager is to ensure the effective delivery of Cruse Scotland objectives as outlined in the organisation's strategy and implementation plan. Key functions include managing service delivery through the South Area volunteer team and engaging with statutory funders and local authorities.

Profile:

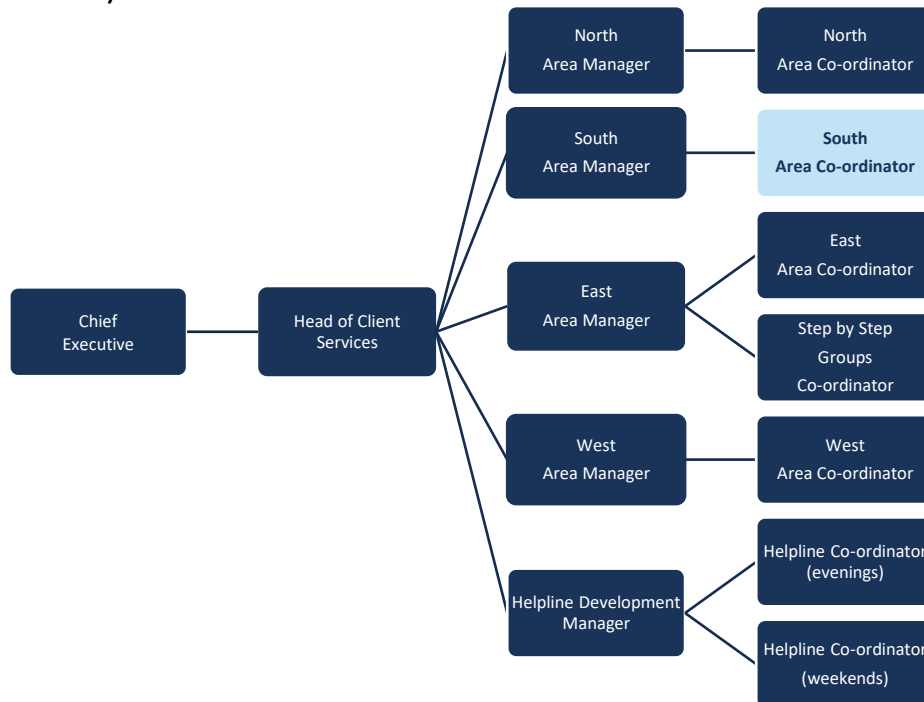
The role of the Area Co-ordinator is to provide administrative support to Cruse Scotland South Area, liaising on a regular basis with the Area Manager to ensure the needs of Cruse Scotland clients and volunteers are met, whilst working towards the effective delivery of our organisational objectives.

Key Functions and Responsibilities:

- To work directly with clients by telephone and email, to organise appointments and be the key point of contact
- Provide reception cover in South Area office as required
- Allocate clients to the volunteer team in line with organisational procedures
- Provide administrative support to Cruse Scotland South Area volunteer team
- Oversee the timeous inputting of area data to the national database
- Perform a general administration function for the area
- Support the Area Manager in the delivery of objectives in line with the Cruse Scotland strategy and implementation plan.
- Organise meetings and events as required
- Provide cover for Area Co-ordinator colleagues (providing same role for North, East and West Areas) during periods of annual leave and sickness absence
- Establish and maintain effective relationships with local and partner agencies, and on occasion, represent Cruse Scotland at partnership meetings
- Attend regular staff team meetings
- Ensure that all holiday leave is authorised in writing by the Area Manager prior to any bookings being made.
- Contact your Area Manager in line with Cruse Scotland policy in the event of any absence.
- To show respect to Cruse Scotland colleagues and to understand and adhere to the COSCA Statement of Ethics and Code of Practice.
- Any other duty as reasonably required by the Area Manager, commensurate with the post.
- This may include duties for which the post holder has the necessary experience and/or training.

ORGANISATIONAL DIAGRAM:

(Client Services Team)



CONTACTS/LIAISON:

Internal:	Daily:	South Area Manager; Peer Area Co-ordinators; South Area Volunteer Team
	Frequent:	Area Managers for North; East; and West Areas; Head of Client Services; Office Manager; Helpline Team
	Occasional:	Marketing and Comms Officer; Chief Operations Officer; Chief Executive; Fundraising Managers; Volunteer Development Manager; National Training Manager; Step by Step Co-ordinator
External:	Daily:	Clients from South Area
	Frequent:	Scotland-wide clients; Partner Organisations
	Occasional:	TSIs; other Volunteer/Charitable Organisations; HSCPs; and other Statutory Services

Person Specification and Profile

Skills and Qualities	Essential	Desirable
Skilled use of Microsoft Office and Outlook	✓	
Excellent organisational skills	✓	
Competent report writing skills		✓
Excellent communication skills with the ability to adapt those to suit particular situations	✓	
Excellent interpersonal skills showing warmth and understanding	✓	
Ability to problem solve	✓	
Ability to effectively manage time and priorities workload		✓
Ability to meet deadlines	✓	
Excellent listening skills	✓	
Experience		
Experience of working in an office environment		✓
Experience or knowledge of counselling work		✓
Experience of data entry and database management		✓
Experience of dealing with upset/distressed/angry people	✓	
Experience of working with vulnerable people	✓	
Qualifications		
Educated to Higher level or equivalent		✓
Personal Qualities		
Of a calm disposition	✓	
Approachable	✓	
Team player	✓	
Able to use own initiative	✓	
Self-motivated		✓
Ambassadorial		✓
Punctual	✓	
Trustworthy	✓	
Confidential	✓	