

Job Title	Administrator
Job Reference	23Admin
Reports to	Operations Manager
Location	Head Office, 20 Crimea Street, G2 8PW
Salary	£24,500 per annum
Hours	35 hours/week
Contract	Permanent
Probation Period	Three months

Position Summary

The vision of Glasgow City Mission is to see our city and its people flourish and know fullness of life. This administrative role holds a pivotal position within the organisation by providing reception duties and efficient and effective administration across several departments. You will often be the first point of contact for visitors to the main office, and will provide a friendly and timely response to all enquiries both internally and externally. The work is highly varied and stimulating, requiring excellent organisational skills and the ability to multitask. Working as part of a multi-disciplinary team who make a real difference in the lives of those the charity serves ensures a high sense of job satisfaction.

This position relates to regulated work and will require membership of the PVG scheme.

Because of the faith based nature of our work, we require the applicants to have an active Christian faith with a live church connection in accordance with our Ethos Statement and Values. This is an Occupational Requirement in terms of the Equality Act 2010.

Main duties and responsibilities

- Receiving and greeting all visitors to our head office building
- Answering and fielding all telephone calls
- Processing all incoming mail and email in a timely manner
- Processing donations and receipting our supporters
- Maintaining our supporter database and ensuring data integrity
- Co-ordinate, participate and lead staff prayer times
- To convey the Christian ethos of the organisation in all internal and external communications
- Assist with administration of recruitment processes including staff and volunteers
- Assist the Operations Manager in ensuring compliance with relevant legislation including GDPR, HR, Health and Safety, Safeguarding
- To attend team and other meetings deemed appropriate
- To undertake any training considered appropriate by the organisation in relation to the demands of the post
- Other tasks commensurate with the post as directed by the Operations Manager

Education

- Qualifications in administration/business studies would be desirable
- Some knowledge of database maintenance would be desirable
- Sound working knowledge of Microsoft Word, Query, Excel and Mail Merge essential

Experience

- Previous experience in an administrative role is essential
- Any relevant experience of the charity / homelessness / social-care sector is advantageous

Skills and knowledge

- Excellent communication skills and telephone manner
- Ability to interact well with people from a variety of backgrounds
- Ability to juggle a variety of tasks at the same time
- Excellent numerical, analytical and IT skills
- Excellent time management and an ability to prioritise work
- Ability to function well as part of a team
- Ability to be flexible and take the initiative when necessary
- Able to exercise patience and demonstrate the values of the charity
- Good organisational skills

Working Demands

Evening and weekend work may be required from time to time. A flexible approach to working hours will be required at busy times of the year e.g. Christmas

Package/Benefits

- Salary of £24,500 per annum
- 35 hour working week (average hours)
- 42 days annual leave including 6 public holidays
- Contributory Pension Scheme
- Life Assurance of four times annual salary
- Cycle to work scheme

Ethos Statement and Organisational Values

The ethos of Glasgow City Mission is the motivation for all our work – it is the reason why we do what we do. It is to work together to extend Jesus' model of the Kingdom of God on earth by living out a lifestyle of love, truth, justice, mercy and forgiveness, according to his teaching. We are inspired by the message, life and example of Jesus through which God's unconditional love for all people is expressed. While this ethos is given life through our relationships, the way we work together and behave with one another, both demonstrate and authenticate our beliefs.

This is all rooted in our faith in Jesus Christ and in his love, which compels us to serve others, putting their needs first. When we work together, it is this faith, which directs and influences our internal relationships as well as our work with those who Glasgow City Mission is seeking to serve. In this way we operate on the understanding that our activities are simply an expression of our faith; that our "doing" derives directly from our "being". There is an essential and indissoluble link between the inner and the outer, the private life and the public face of Glasgow City Mission. The link between who we are and what we do cannot be broken.

Our values

- We treat each person as unique and valuable, created in the image of God
- We cherish deep and authentic community
- We welcome all with compassion and unconditional love

Our Commitment

Glasgow City Mission will ensure that you are given the support you require to undertake the above tasks, including regular supervision and support and an annual review of your performance with appropriate training and personal development input. Glasgow City Mission also commits to providing a safe environment for work. This job description will be reviewed on a regular basis and can be altered in consultation with your Manager.

Application Instructions

Please send a completed application form and current CV to info@glasgowcitymission.com including the job reference: **23Admin** in the subject title by **Thursday 19th January 2023**