

## Fife Women's Aid

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| <b>Job Title:</b> | Business Administrator |
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### JOB DESCRIPTION

#### Job purpose

The purpose of this post is to provide administrative services for Fife Women's Aid (FWA) to contribute as a team member to meeting the organisational aims and objectives.

#### Reporting to

Business Senior

#### Work Location:

This post is based in FWA Head Office located in Glenrothes. The post holder may be required to travel to work in other FWA offices, attend training and meetings at other venues in Fife and occasionally to travel to other areas in Scotland.

#### Key activities

Working with minimum supervision, perform the key activities listed below at an enhanced advanced? level.

1. Play an active role in the Business Support Team in its responsibility for effective support for FWA staff and organisational plans. Support the CEO, management team, trustees, staff and volunteers in the delivery of services and organisational plans.
2. Assist in the co-ordination of HR processes within FWA including maintaining personnel files. Update and maintain paper and electronic records pertaining to training, annual leave and sickness.
3. Assist in the recruitment and induction of trustees, staff and volunteers.
4. Provide a comprehensive administrative support service to all areas of FWA. Liaise and work collaboratively with all other FWA workers to ensure the smooth running of the service provided. This can include co-ordinating the management of FWA mail, responding when appropriate, co-ordinating supplies of office stationery, office furniture and equipment, and external advertising & publicity, as required.
5. Carry out office-based administration tasks including assisting in the preparation of agendas, minutes, letters and reports as well as the collation of information for the annual report as required.
6. Assist in co-ordinating and organising FWA board meetings, AGM and other external/internal meetings.

7. Carry out reception duties for callers to the office - both in person and by telephone. Provide reception services for business calls and service users, make appointments for other staff as required, operate office diary system, provide signposting and information to service users on alternative services.
8. Assist in the planning and co-ordination of external events or meetings where required, liaising with other organisations.
9. Work in conjunction with other Business Support staff and external IT support to maintain FWA website, intranet and office calendars. Assist with the maintenance of IT and Communications (Telephone) Systems and other IT equipment to ensure smooth running of office technology.
10. Work within and comply with organisational policies, procedures, legislation and regulatory and funding bodies.
11. Support the development, monitoring and evaluation of services as required. Perform administrative tasks and produce reports in a timely way to ensure smooth running of the services.
12. Support line manager and colleagues in achieving team and FWA objectives, regularly attending team/other relevant meetings. Work collaboratively, assisting colleagues as appropriate.
13. Take a proactive role in promoting equality and anti-discriminatory practice throughout all aspects of the work.
14. Comply with relevant health & safety legislation and good practice as set out in FWA H&S policies and guidance.
15. Perform other duties as reasonably required by the CEO and show commitment to ongoing personal development.

Note: this job profile is intended as an outline of the responsibilities and qualities required for the post and does not form part of terms and conditions of employment.

### **Organisational culture**

Fife Women's Aid is committed to providing a high standard of service to its service users and other stakeholders. The postholder must practice from a trauma informed approach as well as subscribe to the feminist analysis of domestic abuse and share a commitment to achieving the aims and objectives of Fife Women's Aid.

**Fife Women's Aid strives to be an equal opportunities employer** and positively welcomes applications from women from all sections of the community.

A Standard Disclosure Scotland Check will be carried out for this position.

These posts are open to women only (Equality Act 2010 Work Occupational Requirement Exception, Schedule 9 Paragraph 1). Fife Women's Aid welcomes applications from women from all sectors of the community

## Person Specification - Business Administrator

| Attributes                             | Essential   | Desirable   | Assessment                |
|--|---|---|---------------------------|
| Experience                             | At least 2 years clerical/administrative experience working in an office environment requiring similar knowledge and skills and where priorities might change rapidly<br><br>Microsoft Office experience  |   | Application/<br>Interview |
| Education, Qualifications and Training | Minimum SVQ Level III in Business Administration or equivalent qualification in relevant subject area or equivalent level of experience   | IT modules/ECDL   | Application               |
| Skills, Abilities and Knowledge        | Excellent time management skills and organisation skills<br><br>Excellent ICT skills<br><br>Good communication skills - welcoming, yet professional approach<br><br>Ability to prioritise workload & work to deadlines<br><br>Ability to respond appropriately to conflicting and competing demands | Experience of using bespoke computer systems, websites and social media sites<br><br>Have an understanding of organisational policy, procedure and governance within a charitable context |                           |
| Interpersonal and Communication Skills | Good communication and interpersonal skills, including letter and report writing<br><br>Demonstrate a positive, person-focused and team working approach to work  | Interest in self-development and development of others<br><br>Knowledge of domestic abuse and an awareness of equality and diversity issues   |                           |
| Other                                  | Ability to provide regular and effective service<br><br>Ability to travel within Fife<br><br>Ability to work flexibly and to do occasional evening and weekend work   | Car owner and full driving licence  |                           |

