

[Job Description]

Town Break (Registered Scottish Charity No. SCO20526) provides services to support people affected by dementia and their carers, using the skills of trained, supportive, committed volunteers. We liaise with statutory, voluntary and other complimentary services, to support people affected by dementia to remain within their own home and community within Forth Valley.

Job Title: Resource & Administrator Coordinator.
Hours of work: 21 hours per week.
Duration: Fixed term until January 2024 (extension subject to funding).
Probation: Three months.
Reporting to:
Salary: £21,709 (pro rata).
Location: 1 Springkerse Road, Stirling, FK7 7SN with regular travel throughout Forth Valley.

Accountability and support:

- The Resource & Administrator Coordinator reports to the allocated line manager, who will provide the appropriate support and supervision.
- The Administrator Coordinator will also work closely with Town Break's Finance Officer and wider team.

Line management responsibilities:

- No line management.

Purpose:

- To work as part of the wider Town Break team and support the work in Forth Valley.
- To provide high-quality information, and administrative and evaluation support to Town break.
- To be the central source of information for members and partners of Town Break.
- Support the work of the Town Break team. To work with people affected by dementia and their carers, developing good professional relationships with them and ensuring they are at the heart of Town Break's work.
- Develop, monitor and review systems and procedures to ensure maximum organisational effectiveness.
- Support the administration of Town Break's grant funding programs

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Duties and responsibilities:

- To provide secretarial support to Town Break.
- Preparing and circulating paperwork in advance of meetings
- Oversee the transcription of accurate records of meetings using transcription software.
- Coordinating the production of follow up paperwork and reports
- Attending and supporting events and meetings online/in person
- Be the first point of contact and central source of external information for Town Break members, partners decision makers, and other interested parties including:
 - Responding to members and other enquiries
 - Monitoring and managing the Town Break email inbox and calendar
 - Supporting the collation of material for the Town Break newsletter (working with Digital Coordinator).
- To represent Town Break and promote our work.
- Any other ad hoc administrative tasks as required

1. Administrative tasks; Process correspondence and other administrative tasks such as photocopy files and maintain records, compile statistics and databases as required. Ensure that all mail is collated, franked/stamped and taken to the post office by the end of the working day. Draw the attention of the manager to any irregularities or queries.

2. Finance Tasks; to undertake basic finance tasks in accordance with organisation guidelines. Specifically to assist in the processing of invoices and clearing them for payment; to support staff in recording cash donations and payments appropriately; to assist in banking receipts and to support the submission of staff and volunteers expenses claims. To draw the attention of the finance manager to any anomalies or irregularities.

3. First points of contact; telephone answering, call processing, and greeting visitors to the Office.

4. Ordering and maintaining stocks; to be responsible for ordering and maintaining adequate stocks of stationery and other materials, to ensure that equipment is regularly serviced and repaired, and to maintain an overview of general office equipment needs, informing the manager of any need for additional or replacement items.

5. Assist with communication; assist with the processing of information to members, groups, carers, staff and other agencies as required. This may

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include assisting in the production of leaflets, promotional materials, newsletters, minute taking or other publications.

- 6. Teamwork;** work cooperatively with other staff to ensure effective and efficient administrative support is provided. Attend team meetings.
- 7.** Any other reasonable request within the capability of the jobholder. All of the responsibilities and duties are to be carried out according to Town Break standards, policies and procedures.

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Person Specification

1. Experience:

Essential:

- Essential: Experience of arranging all aspects of meetings, including online meetings via Zoom & Teams.
- Producing and running management reports.
- Communicating clearly with a wide range of audiences

Desirable:

- Working with marginalized or underrepresented groups.
- Working with or supporting people with dementia or their unpaid carers.
- Experience of Zoom webinar package and organizing large meetings with diverse audiences.
- Managing & storing electronic data in line with GDPR.

2. Knowledge/ Skills

Essential:

- Good IT skills including knowledge of Microsoft Office (Word, Excel, Power Point, Outlook, Teams), Zoom, the internet and databases and the ability to apply these skills to internal systems.
- Experience of maintaining and updating databases.
- Understanding of how communications and meetings can be made accessible to people living with dementia and their carers.
- Good understanding of confidentiality, data protection and GDPR.
- Ability to work effectively on own or as part of a team.
- Good organisation and planning skills.
- Ability to organise own workload and meet deadlines.
- Ability to build relationships with internal and external contacts.
- Highly developed written communication skills and awareness of accessible and inclusive communications styles
- Ability to work well under pressure.
- Ability to interact with a wide range of people.
- Well motivated and proactive.
- Excellent at problem solving and able to use own initiative.

Desirable:

- Ability to develop and maintain high quality systems for the management of information and evaluation data.

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3. Qualifications

Essential:

- By experience.

4. Additional Requirements

Essential:

- An understanding of and commitment to equal opportunities.
- Commitment to work alongside and support volunteers.
- Commitment to the aims and vision of Town Break and the ability to demonstrate our values.

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