

Job Description



| | |
|----------------------|--|
| Job Title: | Area Co-ordinator for Cruse Scotland North Area <i>(Cruse Scotland North Area covers the geographical areas of: Aberdeen, Aberdeenshire, Moray, Highlands, and Islands)</i> |
| Location: | Aberdeen (Rose Street) with flexibility to work from home on days where reception cover is not required; and with occasional travel throughout North Area |
| Reporting to: | North Area Manager |
| Hours: | 21 hours per week – Equally split over Monday to Friday (or 3 Full Days 9-5) |
| Salary: | £12,242 per annum plus 6% contribution to pension |

Purpose and Aim of the Role:

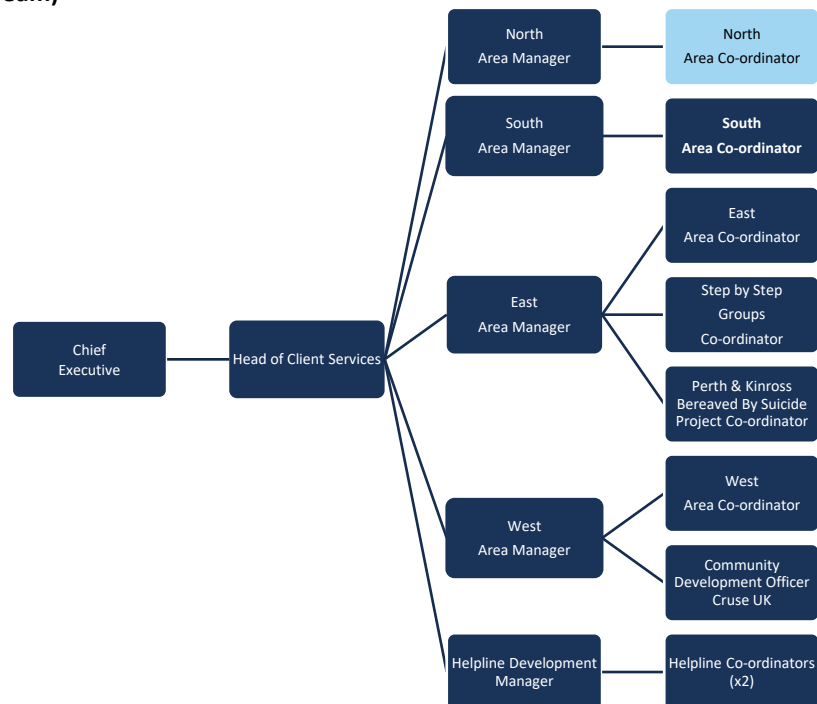
The role of the Area Co-ordinator is to provide administrative support to Cruse Scotland North Area, liaising on a regular basis with the Area Manager to ensure the needs of Cruse Scotland clients and volunteers are met, whilst working towards the effective delivery of our organisational objectives.

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 North Area office as required.
- Allocate clients to the volunteer team in line with organisational procedures.
- Provide administrative support to Cruse Scotland North 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 East, West and South 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: | North Area Manager; Peer Area Co-ordinators; North Area Volunteer Team |
| | Frequent: | Area Managers for South; 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 North Area & across Scotland |
| | Frequent: | 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 | ✓ | |