

## JOB DESCRIPTION

<b>Job Title:</b>	Operational Assistant
<b>Location:</b>	Govan
<b>Hours Per Week:</b>	25 hours per week ( <i>job share considered</i> )
<b>Salary Scale:</b>	£20,000 pro rata
<b>Reporting To:</b>	Head of Charity

### OVERALL PURPOSE OF THE JOB

The Operational Assistant will provide administrative support for our main office in Govan. The Operational Assistant will play a crucial role in providing a safe and welcoming environment to all visitors to our office and providing administrative support to the staff team.

### MAIN DUTIES AND RESPONSIBILITIES

#### Reception & Welcome

- Provision of telephone and in person reception cover in GCP's main office space
- Ensure GCP office space maintains a safe and welcoming environment for all visitors
- Ensure fire safety protocols are followed by all visitors
- Work with staff and volunteers to ensure office environment is kept clean and tidy and that a clean desk policy is followed
- Direct callers and visitors to the relevant staff member/service to help with their enquiry

#### Administrative Support

- Maintain diary system for availability of meeting space in office and community flat
- Maintain stock control and ordering systems for stationery, print consumables, refreshments and cleaning supplies.
- Maintain stocks of any GCP publicity materials and signage
- Manage generic email addresses and forward queries to relevant staff members
- Liaise with contractors over fault reporting, servicing and repair of equipment
- Maintain filing systems in adherence with GDPR requirements
- Support staff team with administrative tasks, particularly in relation to data processing and event planning/organising

#### Monitoring and Evaluation

- Work with staff team to ensure monitoring and evaluation data is submitted timeously and record information on relevant databases/spreadsheets

## **Other Duties**

- Working as part of the staff team to maintaining the Values and Ethos of Govan Community Project
- Adhere to all organisational policies and procedures
- Attend meetings and contribute to strategic development
- Perform any other tasks or duties deemed necessary

## **Personal specification:**

### **Essential**

- High level of competency with office applications such as Email, Word, Excel and Google Suite
- Confidence and ability to deal with telephone enquiries efficiently
- Ability to work with language/communication barriers confidently
- Prior experience of working in an administrative role
- A commitment to the aims of the organisation
- A basic understanding of the challenges faced by members of the asylum community
- Excellent interpersonal and communication skills
- A flexible working approach and excellent time management skills
- Ability to work on own initiative and as part of a team.

### **Desirable**

- Previous experience of working with vulnerable individuals
- Previous experience supporting individuals where English is not their first language
- A good spoken level of a relevant second language, e.g. Arabic or Farsi.