



Job Title: Support Services Administrator
Responsible To: Executive Assistant to the Chief Executive
(Day to day allocation of work will come from the Director/ Services Manager(s) in the Directorate the postholder will support)
Supervisory Responsibility: None

Overall Purpose of the Post:

To provide a professional customer focused office, administrative and financial support service to the identified Directorate and Service(s).

Sacro's Vision: *Scotland will be a place of safety, inclusiveness, and wellbeing for everyone.*

Sacro's Mission: *To deliver life changing services that empower people, give hope and protection, and help to build safe communities.*

To help to fulfil Sacro's mission by:

Delivering excellent services and support to the people we work with, and to colleagues.

Duties and Responsibilities:

1. Office

- To be the first point of contact for people coming into the office, ensuring an effective reception service is provided.
- To ensure the office and facilities are kept in good working order, tasks such as arranging confidential shredding, deliveries, collections, and recycling.
- To ensure that office cleaning arrangements are in place and premises are cleaned to a satisfactory standard.
- To arrange local contractors for maintenance work for the office.
- To assist the Service Manager to maintain office security, the security system and office key allocation/recording within the office premises.
- To complete local health and safety incidents ensuring the relevant Manager is informed and any necessary remedial action is taken.
- To assist in the completion of risk assessments and their review on behalf of the identified Directorate.

2. Administration

- To handle incoming physical and digital mail, ensuring appropriate redirection or action.
- To respond to telephone enquiries from callers and visitors, referring on with necessary information, to appropriate service staff.
- To monitor and respond to identified Sacro email inboxes.
- To provide administrative support in preparing correspondence on behalf of the identified Directorate.
- To support the identified Directorate in recording referrals received and action taken.
- To update the identified Directorate's databases, including the Case Management system.
- To assist staff in learning about general office practices including email, manual and

electronic filing systems.

- To plan and coordinate meetings, including the preparation of papers and minute taking.
- To arrange diaries, meetings and setting up rooms, refreshments etc.
- To arrange travel and accommodation for the Directorate where required.

3. Finance

- To provide financial administration support to the Directorate, including budgets, invoice processing, raising purchase orders and financial returns.
- To support financial payments to service users, recording transactions and ensuring they are updated on our financial systems.
- To support other financial tasks where required.

4. Human Resources and Payroll

- To ensure that payroll related paperwork for all staff is completed and authorised within appropriate timescales for payroll processing.
- To support the recruitment of employees (and volunteers where required) in the identified Directorate, tracking and updating Sacro's applicant tracking system, seeking references, eligibility to work in the UK and PVGs, ensuring compliance with HR processes on recruitment and safeguarding.
- To assist with the induction of new employees within the identified Directorate.
- To complete on-going driving licence & insurance checks.
- To maintain annual leave tracker for services and ensure completion of rotas and registers.

5. Information Technology

- To support the IT Service in providing local IT support, resolving local issues where requested.
- To support the IT Service to ensure IT equipment (mobile phones, laptops and printers) is distributed to staff and returned, where relevant.

6. Other

- To cover the work of other Support Services Administrators in their absence or as delegated.
- Any other duties as required by the needs of the identified Directorate.
- Sacro is fully committed to the active promotion of equal opportunities in its capacity as an employer and in the provision of all its services both to those harmed by and those responsible for crime and to the community as a whole. It is the individual responsibility of every member of staff to seek to ensure the practical application of this policy.
- All employees are required to be committed to Sacro's aims and objectives and to the promotion of equality, diversity, and inclusion.
- All staff are required to adhere to Sacro's Health & Safety Policy and to implement this in their working environment and practices.
- Teamwork is a vital aspect of Sacro's work and post holders are also expected to take an active part in meetings, as required and, where possible to cover for colleagues.

Outline of Main Terms and Conditions of Service

Salary:	SCP 19 - 22, currently £21,255 - £22,732 per annum
Leave Entitlement:	31 days annual leave plus 6 fixed public days.
Hours of Work:	37.5 hours per week. Working hours are Monday to Friday 8.30am – 5.00pm. A flexible working hours scheme is in operation. Occasional evening work for which time will be given in lieu.
Condition:	None.
Travel:	There may be a requirement for some travel throughout Scotland in this role.
Pension:	Sacro employees are automatically entered into the Sacro Group Personal Pension Scheme or membership of current scheme continues.
Work Base:	Blended between the Aberdeen hub and home. Sacro reserves the right to change office base location within reasonable parameters.
Notice:	4 weeks in writing.
Benefits:	<ul style="list-style-type: none">• Policies and family friendly.• Generous annual leave entitlement.• Employee wellbeing scheme.• Pension scheme and death in service.• Learning and development, progression and qualifications.• Opportunity for growth and development.• Enhanced company sick pay.• Cycle to work scheme.• Flexible and hybrid working.• Work-life balance.• Employee discount scheme.• Birthday leave.

Person Specification

Criteria	Essential	Desirable
Qualifications		
Appropriate vocational qualification		X
Experience		
Demonstrable experience in a similar administrative role	X	
Customer service experience	X	
Working as part of a small team	X	
Supporting meetings and creating effective records	X	
Dealing with representatives of other organisations	X	
Diary management	X	
Organising and supporting events		X
Working in a digital environment	X	
Office facilities support		X
Skills and Knowledge		
Excellent communication skills both written and verbal	X	
Minuting meetings	X	
Diary management and planning	X	
Ability to prioritise workload	X	
Good working knowledge of Microsoft Office 365 products (in particular Word, SharePoint, Excel, Teams)	X	
Good working knowledge of databases	X	
Confidentiality and GDPR	X	
Attitude and Behaviours		
Cheerful and helpful disposition	X	
Flexible approach to work	X	
Interest in the work of Sacro	X	
Working in accordance with our values	X	