



## JOB DESCRIPTION

**Office Assistant – 1 Year Fixed Post**

**Salary: £19838**

**Full Time - 35 hours per week**

### 1. JOB TITLE

Office Assistant

### 2. MAIN FUNCTION / RESPONSIBILITY

FASS provides a confidential support service to parents and family members affected by a loved one's drug/alcohol addiction. We are seeking to recruit an Office Assistant who will carry out a variety of duties including basic housekeeping, reception and administrative reports as required.

You will have previous experience in a similar role and be flexible in your approach and adopt confidentiality and sensitivity at all times.

You must be a good team worker, excellent communication skills and a good working knowledge of IT (Word, Excel and Access). Ability to follow established procedures and work to strict deadlines is also a requirement.

### 3. REPORTING RELATIONSHIPS

You will report to the Team Leader

### 4. RESPONSIBILITIES

#### Housekeeping

- Ensure that the Volunteer Sign-In Sheet is Signed / arrival time added.
- Check Level in Cold Water Dispensers and replace Bottle if required.
- Take inventory of provisions and provide a weekly shop for Office provisions, therefore someone with access to a car would be preferable (mileage will be reimbursed)
- Request details of any expected Clients / Visitors from Staff members.
- Request details of any Meetings that may require special arrangements.
- Check that Tea / Coffee Tray in Boardroom is set up for meetings and replenish items as required.
- Welcome Visitors and ensure that they Sign "In" and "Out".
- Inform Staff members of any Client / Visitor arrivals

#### **FASS (Family Addiction Support Service)**

Argyll House, 209 Govan Road, Glasgow, G51 1HJ

TEL: 0141 737 3699 Email: [info@fassglasgow.org](mailto:info@fassglasgow.org)

Web: [www.fassglasgow.org](http://www.fassglasgow.org)

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- Taking incoming calls, when Volunteers not able to and informing Staff members of any Telephone Messages received.
- Check all areas of Office regularly and replenish items as required.
- Inform Staff immediately of any liquid spill or other occurring Hazard.
- Ensure that the Reception area is tidy (presentation of Leaflets etc).

### Administration/Reception

- To take inventory of promotional items and process any orders needed
- To take inventory of the IT equipment and set up records
- To update FASS' social media regularly
- Email Groups with any third party information
- Work with our Volunteer & Group Wellbeing Coordinator with events
- Maintain Folders, i.e. Pest Control, accident reports etc.
- To maintain and correspond to all emails, word processing, typing of documents, ordering of stationary, distributing mail, filing and photocopying.
- Preparing all paperwork for Monthly members meetings and Board meeting (excluding any confidential papers)
- You must be computer literate with a working knowledge of MS Office and be quick to learn in-house systems.
- You will have a high level of customer contact both written and verbally; you must have excellent customer care and communication skills.
- You will occasionally be expected to carryout general admin for some of our Family Support and Kinship Groups.
- Set up meeting rooms and provide hospitality, when required.
- Allocate and update database of appointments for hypnotherapists and holistic therapist.



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- You will have an excellent telephone manner, will be confident and mature in your approach and outlook and will have a strong work ethic.
- Fully participate and take an active role in key FASS events such as FASS Remembrance Service
- To participate fully as a member of the FASS team and to contribute to the development of the organization.
- Adhere to Data protection and confidentiality policies.
- Comply with FASS' policies and procedures, including confidentiality, at all times.
- Report any child protection & vulnerable adult concerns in line with service guidelines and procedures.
- To maintain appropriate stocks and displays of information leaflets, directories and other resources and tools to support clients.
- Create and maintain a positive, supportive and achievement oriented attitude within the team as indicated by good timekeeping.
- Maintain confidentiality and sensitivity at all times.
- Be an effective team member, hard-working, enthusiastic, flexible and supportive.
- Participate in regular support and supervision meetings to discuss and resolve issues, set targets and generally provide an update on your progress.
- Attend development days as required.
- Attend training courses in line with job role.
- Attend team meetings as required.
- Any other duties appropriate to this post in line with the needs of the service.

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