



# Job Description

<b>JOB TITLE:</b>	<b>Senior Administrator</b>
<b>REPORTS TO:</b>	Corporate Services Manager
<b>BASED:</b>	Core
<b>SALARY:</b>	(FTE based on a 37.5hr week) <b>£25,893 - £27,568</b>
<b>HOURS:</b>	37.5
<b>CONTRACT:</b>	FTC (6 Months)
<b>CLOSING DATE:</b>	14 June 2023
<b>INTERVIEW DATE:</b>	TBC

## Introduction

**People are at the heart of who we are and what we do.** Day-by-day, person-to-person, we tailor what we offer to what people need. We're here to provide consistent, friendly and informed support so that people can explore options and take 'the next step' towards a positive future. We welcome people with a wide range of skills and experiences to our team – including those who have lived through homelessness. To make a difference we need to work flexibly, with everyday-leadership, humour and a 'can do' spirit. We want to **make it easy, make it right, and make it happen** – not only for the people we support, but also for each other. Our #OneTeam ethos is core to who we are, and it means caring for and supporting each other regardless of our role, service or location. This is how we roll. We want people who share these values to join us and become a part of the Simon Community Scotland family.

## Job Specific Summary

Simon Community Scotland is the largest provider of homelessness services in Scotland, with a reputation for excellence. Our vision is that everyone should have a safe place to live and access to the support they need. Everything we do is about and for people: the people we support, our staff, our partners and everyone affected by homelessness. Our values are built into every area of activity and tell the story of how people remain at the heart of the Simon Community.

# Job Purpose

We are looking for a superhero to join our fast-paced Corporate Services Department to assist in the provision of highly efficient and effective senior administrative support to the organisation. This is a great opportunity for someone looking to take on greater responsibilities, such as project management, whilst building on their existing experience, developing new skills and helping to evolve our processes, procedures, and service offerings. You'll get to work on projects independently and ad hoc work assignments which will be challenging but enjoyable - no two days are ever the same!

## Role

- Supporting the Corporate Services Manager to ensure efficient delivery of day-to-day operations.
- Hybrid working model - Mixture of Glasgow office based, working from home and monthly visits to our Edinburgh office.
- Providing ad hoc administrative support, as directed by our Senior Leadership Team.
- Provide supervision and guidance for two Receptionist/Administrators.
- Assisting with the improvement of operational efficiency including purchasing procurement, automation implementation and improving our environmental footprint.
- Actively identify ways to improve our processes and procedures and help to provide innovative solutions.
- Oversee ad hoc projects from inception to completion.
- Health & Safety Management - Annual audits, fire risk assessments and PAT testing.
- Conducting research and assisting with analytical reporting.
- Preparing reports and presentations for meetings and seminars.
- Assist with general reception duties, including answering phones, welcoming visitors and handling enquiries.
- Improve and maintain current filing systems.
- Coordinating meetings, preparing agendas, minute taking at Board level - sometimes out of hours.
- Arranging catering for meetings as and when required.
- Assisting with Tender research, preparation and submission.
- Maintaining CRM databases.
- Event and seminar organisation and planning.
- Manage the IT budget and maintain the database for all equipment.
- Facilities management and property maintenance.
- Monthly reporting for statistics across the organisation and energy usage.
- Maintaining stock levels for stationary, promotional items and literature.
- Promoting psychologically informed environments across the organisation.
- Updating company organogram.
- Collating monthly expenses for the Corporate Services Department.
- Managing and maintaining cyber security and device approval.

# Our Values and Approach

All SCS employees are expected to demonstrate the following values in their work practice.

## Warmth and Regard

- Recognising and valuing everyone (Equality and Diversity)
- Treating people with kindness, dignity and respect
- Acting with compassion
- Showing warmth and welcome to everyone
- Taking difficult decisions sensitively and with due regard to others
- Taking a calm, professional and intelligent approach to stigma

## Inclusion and Participation

- Act in ways that are always inclusive of the people we support
- Encouraging the participation and inclusion of people we support
- Exploring choices and options with people we support or fellow colleagues
- Making things easy for others
- Embracing technology in delivering your role\*
- Supporting clients, staff and volunteers to become digitally included\*

## Personalised and Creative

- Innovation and creativity
- Helping to find solutions that are a good fit for someone, irrespective of who they are or the problem they have
- When someone isn't at their best, quickly recognising there's probably something else going on, and finding ways to respond with care

## Supportive and Ambitious

- Helping to bring hope through our words and actions
- Helping to build trust
- Being supportive and showing care

## Partnership and Collaboration

- Fostering positive relationships with our partners
- Building team togetherness and collaboration
- Fostering a positive problem-solving vibe

## Leadership and Learning

- Making things happen
- Motivating and inspiring others
- Taking time to reflect on what's working and what isn't
- Taking care of our 'places and spaces' so they feel tidy and welcoming
- Asking for help and learning to do things better
- Playing an active role in our social media strategy\*

\*These **core digital responsibilities** are part of every role at the Simon Community.

- **Digital inclusion is embedded as part of our service delivery.** Some of the people we support have little experience and knowledge of the internet and using email. If you are in a frontline role, you will be expected to help them connect, understand and be safe, and promote digital inclusion for people unable to access the benefits of the online world. As a team member, you are also expected to be an 'active learner' yourself and support colleagues' digital learning (e.g. sharing tips or advice on using our systems), so that we all get better at using digital tools.
- **Our digital platform is a key part of our working environment.** Our operating platform is **GSuite**, a cloud based system that will allow you to share files, collaborate, communicate, meet and access the organisation remotely. We will provide you with a Chromebook and android smartphone to do this. Our **Management Information System** (MIS) is Netsuite. You will be trained in using Netsuite and its application. We have a **team intranet** – the IMPACT Platform – for updates, resources and 'all things Simon'.
- **Sharing our work publically helps to change society's misconceptions about homelessness and generate support.** We use various forms of social media to inform, communicate, gather support and share what we do including websites, youtube, Twitter, Facebook and Instagram. We expect everyone to share what we do through various media outlets – e.g. helping to create blogs, videos, social media posts, information pieces and news items. This helps people understand what we do better understand homelessness. This helps grow public empathy for people we support. We also get a huge amount of support from people and organisations so we want to share what we do as a result of that support.

## Person Specification

Job Title: **Senior Administrator**

	Essential	Desirable	Proven by
<b>Training and qualifications</b>	<ul style="list-style-type: none"> <li>• Must have at least 5 years experience in an administrative role.</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant Degree.</li> </ul>	<ul style="list-style-type: none"> <li>• CV</li> <li>• Qualification Certificate</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Work autonomously to prioritise and manage your workload to deliver within tight timescales with the ability to prioritise work to ensure deadlines are achieved.</li> <li>• A fully supportive and integrated team player contributing to effective performance in achieving strategic goals, with a flexible</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within a healthcare, social care or public sector environment.</li> <li>• Marketing and social media experience would be highly desirable.</li> </ul>	<ul style="list-style-type: none"> <li>• CV</li> <li>• Interview</li> </ul>

	<p>attitude to deadlines if and when required.</p> <ul style="list-style-type: none"> <li>Proactively learn new technology to improve the performance of the Corporate Services Department.</li> </ul>		
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Advanced IT skills, particularly GSuite and Microsoft Office, Adobe Pro in addition to video conferencing platforms such as Google Meet, Zoom, Microsoft Office, would be advantageous</li> <li>Have first class written and verbal presentation skills and the ability to work under pressure in a fast paced environment.</li> <li>Be highly organised and methodical in your approach to work, with strong planning, organisational skills, and the ability to work independently.</li> <li>Excellent problem solving skills.</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of homelessness and social care provision.</li> <li>Technologically advanced and the ability to seek solutions to technical problems.</li> <li>Working knowledge of office equipment such as chromebooks, laptops, printers would be advantageous.</li> </ul>	<ul style="list-style-type: none"> <li>CV</li> <li>Interview</li> </ul>
<b>Personal</b>	<ul style="list-style-type: none"> <li>Proactively learn new technology to improve the performance of the Admin Team.</li> <li>You must be a self-starter and have a “hit the ground running” attitude and have the ability to cope with interruptions in a constantly changing, fast-paced environment.</li> <li>A flexible approach to work is essential as you will be required to work out of hours to meet deadlines or minute Board/Committee Meetings.</li> <li>Strong interpersonal skills with the ability to work with individuals at all levels, both internally and externally.</li> <li>Have a pleasant and approachable manner.</li> </ul>	<ul style="list-style-type: none"> <li>A sense of humour would be highly advantageous!</li> </ul>	<ul style="list-style-type: none"> <li>Interview</li> </ul>