

JOB DESCRIPTION

JOB TITLE:	Administration Assistant
RESPONSIBLE TO:	Administration Manager
SALARY:	£9,068.80 (£19,836.25 pro rata)
HOURS:	16 hours per week (10.30am to 3.00pm, with a 30-minute unpaid break, Monday to Thursday)
CONTRACT:	Fixed term contract to 31 March 2024
HOLIDAY ENTITLEMENT:	26 days annual leave plus 10 public holidays pro rata

A Disclosure Scotland Standard Police check will be required for this position.

Job Purpose:

As part of the Administration team, the Administration Assistant will work to ensure efficient and effective administrative support to the whole organisation, including reception support i.e. answering the office door, answering calls to the business line, and dealing with mail and deliveries to the office. The role requires the Administration Assistant to be present in the office, which is located in the Stockbridge area of Edinburgh.

Main Duties:

- Assist with general reception duties, including answering our business line, welcoming visitors and handling enquiries.
- Monitor general email inboxes and forward messages onto appropriate colleagues or reply using template emails.
- Assist colleagues with smooth running of the offices with regards to IT and other office equipment such as copier, phone system and contract mobiles.
- Upload case files to our database. This task will take approximately 2 hours each week.
- Assist in the monitoring and restocking of office and facility consumables.
- Monitor and issue, upon request, vouchers to workers i.e. gift cards, bus vouchers, foodbank vouchers. Ensuring accurate recording, sorting validity of existing stock, monitoring levels, requesting top up orders and preparing reports on these items as requested.
- Distribute and handle incoming and outgoing mail, including taking parcels to the local post office.
- Organise and safely store donated toiletries and period products provided for service users. Monitor stock levels and liaise with donor organisations to request top ups.
- Assist colleagues with recruitment and HR administration tasks including setting up lap tops and mobile phones for new workers.
- Support the planning of events for the organisation, including venue booking, invitations, attendee records etc.

- As required, provide administration support for fundraising activities.
- Remain up to date and compliant with all organisational policies and procedures.
- Comply with data protection legislation, confidentiality and information sharing policy and procedures, and any other legislation connected to your work.
- Some out of hours work required on occasion i.e. an evening for the EWA AGM, or a Saturday for a staff development day.
- Carry out other duties as reasonably asked by the Administration Manager or Management Team.

Essential Requirements:

- Excellent communication, both written and verbal, when dealing with colleagues, external agencies and service users.
- Good IT skills, particularly MS Office packages excel, word and outlook.
- Excellent attention to detail and accuracy in all work.
- Interest in developing an understanding of domestic abuse including the impact of domestic abuse on victims and their children.
- The ability to adhere to strict confidentiality and data protection requirements.
- The ability to learn to work autonomously, to prioritise and manage workload to deliver within tight timescales and deadlines.
- The ability to learn to collect, interpret data and produce reports.
- The ability to deal with stressful and difficult situations.

Desirable Requirements:

- Driving Licence

Person Specification:

- Be compassionate, empathetic and have the ability to work in a non-judgmental way.
- Act with integrity and respect towards colleagues, external agencies and service users.
- Be committed to equal opportunities and diversity issues in policy and practice.
- Ability to work as part of a small team and be a good team worker.
- Be resourceful and a good problem solver.
- Be optimistic about the possibility of personal growth and change.

Women only need apply under Schedule 9 (Part 1) of the Equality Act 2010

Edinburgh Women's Aid is an Equal Opportunities Employer and welcomes applications from all sections of the community.

Company No: SC237521

Registered Charity No: SC028301