

ROLE PROFILE

JOB TITLE:	Services Administrator
RESPONSIBLE TO:	To be confirmed
HOURS OF WORK:	30 hours per week
LOCATION:	Hybrid model of working between home and Edinburgh office
DURATION:	Permanent (subject to funding)
SALARY:	Grade 3, £23,258 per annum (pro rata)

KEY WORKING RELATIONSHIPS

- Director, Scotland.
- Service managers across projects including FASD Hub Scotland, Foundations for Families and Families and Communities Services within Adoption UK Scotland.
- Helpline, Finance and Office Coordinator, Assistant Project Coordinator, Communication and Policy Lead – Scotland.
- Adoption UK Scotland.

PURPOSE OF THE ROLE

To support the delivery and work of Adoption UK in Scotland working across its services and projects including FASD Hub Scotland, Foundations for Families and our families and communities services. Supporting day to day delivery through administrative support, following, managing and monitoring robust administrative systems, processes and procedures.

MAIN DUTIES AND RESPONSIBILITIES

- Responsible for administrative duties to support the ongoing work and delivery of services including event/training administration, record keeping, managing and responding to emails and general administrative tasks.
- Working alongside the Finance and Office co-ordinator, ensure that financial processes are adhered to.
- Maintain systems and procedures, keeping electronic databases and internal records up to date – systems used include CRM systems and Microsoft Office 365 applications.
- Undertake the administration of key meetings e.g., minute taking, keeping attendance records, maintaining membership lists etc.
- Maintain case management policies, procedures, and systems.
- Support the production and distribution of feedback surveys and member newsletters.
- Assist and support with the collation of data and information to feed into monitoring and feedback reports to funders.
- Take a lead role in ensuring the accuracy of data entered on to the organisations database, produce reports and work alongside managers, team members and colleagues across the organisations to make amendments, updates and implement system changes.

PERSON SPECIFICATION

Knowledge and Experience	<ul style="list-style-type: none"> • Experience of administration, organisation and working on own initiative (essential) • Knowledge and experience of office practices and administration (essential) • Experience of working in the charity/third sector (desirable) • Experience of helpline work and/or a direct information support service (desirable) • Understanding of the issues faced by care experienced individuals, the adoption and kinship communities an advantage. • Experience of working within a remote team an advantage.
Qualifications and Education	<ul style="list-style-type: none"> • This role requires no professional qualifications, evidence of experience and transferrable skills will be considered. • Evidence of GCSE (or equivalent) qualifications or equivalent abilities in English and Mathematics required.
Skills and Abilities	<ul style="list-style-type: none"> • Excellent communication skills both written and verbal, a good telephone manner with attuned listening skills (essential) • A high level of skill in using Microsoft Office (Word, Excel, Power Point) (essential) • Able to utilise online platforms and packages (Survey Monkey, Eventbrite, Canva, Mail Chimp etc.), and the ability to learn new packages (essential) • Able to work to deadline, use own initiative and prioritise workload (essential) • Able to work as part of a team (essential)
Accountability	<ul style="list-style-type: none"> • Responsible to the FASD Lead • Responsible for the day-to-day administration of project activities
Behaviours	<ul style="list-style-type: none"> • Demonstrates commitment to equality, diversity and inclusion at all times. • Contributes to an open and honest culture, valuing transparency. • Encourages challenge, creativity and innovation. • Understands the role of individual and collective accountability. • Actively contributes to Adoption UK's mission. • Has a clear understanding of other colleagues' roles and responsibilities • Shares skills and knowledge. • Promotes Cross Functional team working. • Offers outstanding service to members. • Takes pride in Adoption UK and promotes its values at all times. • Identifies and uses the most appropriate form of communication. • Communicates clearly, seeking clarity when unclear and valuing the opinion of others. • At all times, communicates with respect, honesty, fairness and courtesy. • Is responsive to colleagues, third party professionals and service users. • Takes pride in own development. • Committed to achieving high standards and meeting agreed objectives. • Takes an active interest in recognising professional and personal development needs and priorities within Adoption UK.