



MND Scotland
Office Support Assistant
Job Pack





MND Scotland – About Us

About MND Scotland

MND Scotland is the only charity in Scotland dedicated to supporting people with MND, their families, and friends.

Since being founded over forty years ago, MND Scotland has provided practical, financial, and emotional support to anyone affected by MND whilst also funding essential research into finding effective treatments and a cure.

MND Scotland is funded entirely by donations and grants. The charity's patron is Her Royal Highness, the Princess Royal.

For more information, visit mndscotland.org.uk.



Office Support Assistant

Hours: Full time (35 hours per week)
Salary: Grade 3 – £22,001.22 gross per annum.
Contract: Permanent
Location: Central Glasgow office
Directorate: Operations,
Reports To: Office Administration Lead
Direct Reports: n/a

Role Purpose

Everything we do and the way that we do it puts the MND community at its core. This role will provide general administrative support to ensure the smooth and efficient running of the office and be the key point of contact for all office enquiries, incoming mail, and deliveries. The role will report into the Office Administration Lead within the Operations Directorate, this role is about delivering organisational excellence across the charity, identifying opportunities to positively impact all our beneficiaries. As a result, you are likely to have a strong passion and commitment to help improve the lives of people affected by MND across Scotland.

Key Responsibilities and Accountabilities

- Undertake general reception duties including being the initial point of contact for all visitors to the organisation headquarters.
- Respond to general telephone enquiries to the office number, taking and logging accurate messages in our CRM database in a timely manner.
- To open, log and distribute incoming mail and process outgoing mail.
- Work closely with the finance department utilising existing processes for purchase orders and invoice processing.
- To undertake general clerical work as required including the undertaking of the admin and support inbox, filing, record keeping and retrieval of information.
- To assist in the development and maintenance of effective systems & procedures which ensure the smooth running of the organisation.
- Participate and contribute to the organisation's planning arrangements and support the implementation of, and commitment to, quality standards.
- To develop and maintain good working relationships with those involved in the delivery of services to those affected by MND Scotland.
- To undertake all training and development required of the role.

- To carry out any other duties as may be required to ensure the efficient running of the organisation.
- To provide cover and support to the Office Administration lead.

Essential Skills and Experience

- Experience of working in an administrative or clerical environment.
- Excellent verbal and written communication skills, with the ability to communicate with a range of people across different channels.
- Highly organised, with excellent attention to detail, including demonstrable experience of the ability to work on own initiative and manage and prioritise workload.
- Excellent co-ordination skills and proven ability to multitask.
- Excellent IT skills across Microsoft Office including PowerPoint and excel.
- Experience of working with a CRM database (preferably E-Tapestry) to input data and produce reports.

Essential Competencies

- An understanding of, and commitment to, the cause and vision of MND Scotland.
- Open and skilled communicator with the ability to build trust and rapport quickly.
- Excellent time management skills: ability to work to tight deadlines and prioritise own deadlines and workload.
- Ability to empathise with and support people affected by MND, whilst establishing and maintaining appropriate professional boundaries.
- Emotional resilience and the ability to deal with sometimes distressing situations in a professional and empathetic manner.

Desirable Skills and Experience

- Experience in a voluntary organisation.
- Experience of using hybrid collaborations tools such as Zoom and Microsoft Teams.
- Knowledge of financial procedures including purchase orders.
- Knowledge and understanding of GDPR and data protection.
- Fire Marshall or First Aider certification.

Personal Attributes

An excellent team player being approachable and willing to help and not afraid to ask for help, communicating fully and openly whilst showing respect for others. With high levels of personal awareness and a strong sense of personal boundaries, you will bring a highly organised and proactive approach to our Office Administration team.

You will help us Make Time Count

Additional Relevant Criteria

We pride ourselves in operating in a flexible working environment and collaborative working is at the core of what we do. To ensure we achieve this, you will be required to work from the Glasgow office on a regular basis as part of your flexible working.

This job description is current at the date of issue. As and when the work of MND Scotland develops or changes so the areas of responsibility may be subject to change, and the job description reviewed. Such changes would in the first instance be made in consultation with the post holder.

MND Scotland Benefits, Rewards and Employee Recognition

The information below provides a brief statement of the benefits, rewards, and employee recognition schemes available. Please check your contract of employment, company policies and individual rules for eligibility and terms and conditions.

MND Scotland reserves the right to withdraw, amend the scheme and change providers as appropriate.

Employee Support and Wellbeing	Pension Scheme	Eligible employees are automatically enrolled in MND Scotland's Group Stakeholder Pension Plan operated by TPT Pensions within one full month from their start date. Currently MND Scotland contributes 7.5% of gross basic salary and employees are required to make a minimum gross contribution of 3% of gross basic salary.
	Life Insurance	3 x base salary cover. This is a day one right for all MND Scotland employees.
	Annual Leave Entitlement	31 days leave per year, plus one additional day awarded for each year of service up to a maximum of 5 days
	Employee Assistance Programme	(Counselling and Psychotherapy) Training, Coaching, Mentoring and Supervision. Mindfulness Workplace Meditation.
	Able Futures	A self-referral service which offers employees the opportunity to access mental health specialists that can help you cope with any difficulties that are affecting your focus and time at work.
	Enhanced Company Maternity Pay	Eligible employees (one year's continuous service)
	Enhanced association sick pay (after probation period)	Company paid sickness absence in accordance with the sickness absence policy and contract of employment after probationary period completed.
	Enhanced Jury Service	Full salary paid during Jury service minus deduction for expenses received from the court
	Flexibly Working Environment	

Employee voice and opportunities	Staff Survey	Have your say in the anonymous employee engagement survey
	Staff Training	Opportunities to gain skills and receive formal training, participate in working groups (such as CRM, Staff Engagement) and undertake CPD.

Organisational Commitments	Disability Confident Committed Employer
	Accredited Living Wage Employer
	Equal Opportunities Employer
	Charter Champion – Volunteer Charter
	Supporter and Provider of Sanitary Products
	Our Pledge to Mental Health
	Our commitment to continually review our benefits and wellbeing initiative

