



Job Description

Job Title:	Shine Administrator
Responsible To:	Shine National Partnership Manager
Supervisory Responsibility:	None

Overall Purpose of the Post:

To support the Shine Public Social Partnership (PSP) to deliver high-quality administrative support to the mentoring service for women across Scotland. Working as part of a team, the role involves providing compassionate, professional and timely support to internal and external stakeholders. This role comprises administrative tasks as well as opportunities to get involved with exciting projects.

Sacro's Vision: *Scotland will be a place of safety, inclusiveness, and wellbeing for everyone.*

Sacro's Mission: *To deliver life changing services that empower people, give hope and protection, and help to build safe communities.*

To help to fulfil Sacro's mission by:

Ensuring that Sacro employees are supported and developed to their potential and that the charity runs effectively and efficiently. Ensuring that Sacro operates to the highest standards of professionalism and that employees are equipped to do their jobs.

Duties and Responsibilities:

1. Shine Administrative Support

- Monitoring and responding to Shine email inboxes, ensuring queries are dealt with timeously and emails directed to the relevant team Shine team member.
- Responding to Shine phone enquiries and incoming physical and digital mail, ensuring appropriate redirection or action, including some sensitive information regarding vulnerable individuals.
- Posting Shine mail and parcels to people the partnership supports.
- Ordering and maintaining a stock of Shine promotional material.
- Maintaining excellent records and data in a safe and accessible way.

- Assist in the administration of Shine policies, procedures, and other service documents.
- Information gathering to support the National Partnership Manager in preparing key documents such as quarterly reports to Scottish Government or stakeholder reports.
- Planning and coordinating meetings, including the preparation of papers and minute taking.
- Arranging Shine diaries, meetings and setting up rooms, refreshments etc
- Assisting with the administration of Shine events, including quarterly team days and lived experience events.

2. Project Support

- Willingness to support and contribute to projects across the Shine service.
- Assist in shaping and delivering the communications strategy for Shine for example support social media accounts and the Shine website.
- Support development of the Shine service, identifying opportunities for innovation and new processes/practices

The above accountabilities and responsibilities are not exhaustive, and the Jobholder may be required to undertake additional duties that are consistent with the level and grading of the role.

Other:

Sacro is committed to creating a culture in which diversity and equality of opportunity are promoted actively and in which unlawful discrimination is not tolerated. Sacro recognises the organisational benefits of having a diverse community of staff and to this end, is working towards building and maintaining an environment which values diversity. It is the individual responsibility of every member of staff to maintain an environment which values diversity.

All employees are required to adhere to Sacro's Health and Safety policy and to implement this in their working environment and practices.

Teamwork is a vital aspect of Sacro's work and post holders are also expected to take an active part in meetings, as required and, where possible, to cover for colleagues.

Outline of Main Terms and Conditions of Service

Salary:	Scale Point 20 – 22, £23,340 - £24,585 per annum
Leave Entitlement:	31 days annual leave plus 6 fixed public days.
Hours of Work:	37.5 hours per week.
Condition:	Hybrid working is offered for this role, according to the needs of the service.
Travel:	Limited travel is expected to support the National Shine Partnership.
Pension:	Sacro employees are automatically entered into the Sacro Group Personal Pension Scheme or membership of current scheme continues.
Work Base:	Edinburgh Hub/hybrid. Sacro reserves the right to change office base location within reasonable parameters.
Notice:	4 weeks, in writing
Benefits:	<ul style="list-style-type: none"> • Policies and family friendly. • Generous annual leave entitlement. • Employee wellbeing scheme. • Pension scheme and death in service. • Learning and development, progression and qualifications. • Opportunity for growth and development. • Enhanced company sick pay. • Cycle to work scheme. • Flexible and hybrid working. • Work-life balance. • Additional annual leave day for birthday. • Employee discount scheme. • Scottish Social Services Council Fees paid (where applicable)

Person Specification

Criteria	Essential	Desirable
Qualifications		
Appropriate vocational qualification		X
Experience		
Demonstrable experience in a similar admin or project-based role	X	
Customer service or stakeholder management experience	X	
Working as part of a team	X	
Supporting meetings and creating effective records	X	
Data entry and record management	X	
Dealing with representatives of other organisations	X	
Organising and supporting events		X
Working in a digital environment	X	
Office facilities support		X
Handling sensitive data and working with vulnerable individuals		X
Skills and knowledge		
Excellent communication skills both written and verbal	X	
Minute meetings	X	
Ability to prioritise workload	X	
Good working knowledge of databases/case management systems	X	
Good working knowledge of Microsoft Office 365 products (Word, SharePoint, Excel, MS Teams)	X	
Confidentiality and GDPR	X	
Attitude and behaviours		
Cheerful and helpful disposition	X	
Flexible approach to work	X	
Interest in the work of Sacro	X	
Working in accordance with our values	X	
Commitment to personal development	X	
Ability to work as a member of a team	X	
Ability to be supportive, respectful of others and non-judgemental	X	