

## Community Services Administrator

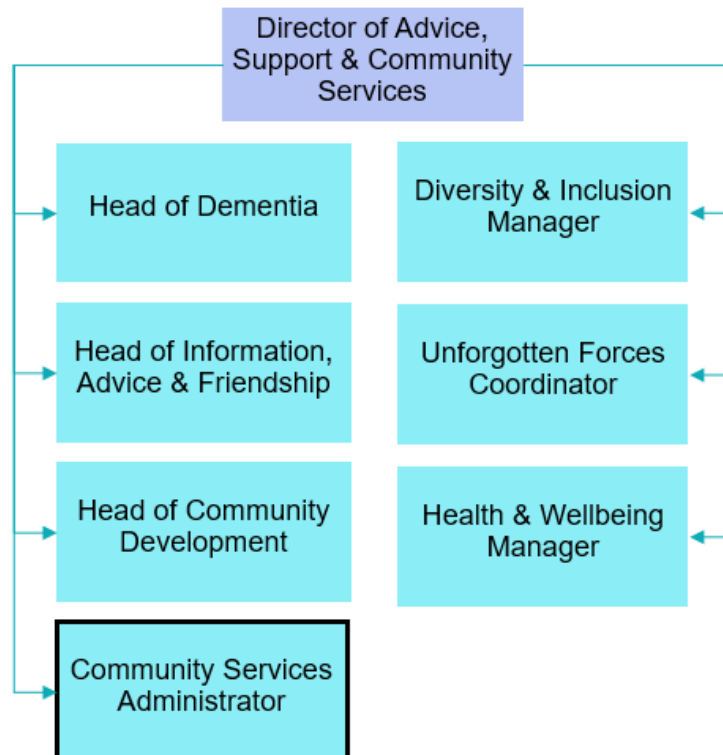
### Role Description

Division:	Advice, Support and Communities
Department:	Advice, Support and Communities
Location:	Edinburgh, with a blend of office and home working
Geographical focus:	Scotland-wide
Contractual status:	Permanent
Hours:	21 hours per week, flexible working patterns available and to be agreed with line manager
Line Manager:	Director of Advice Support and Community Services
Direct Reports:	None
Salary:	£22,750 - £24,000 pa pro rata (£13,650 - £14,400 pro rata actual) depending on experience

### Job Purpose

Working closely with teams across the Advice, Support and Community Services Directorate to provide high quality administrative support. The post is key to supporting day to day operations, projects, workshop and event delivery and the administration of our membership and grants programmes.

### Organisational Chart



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### What you'll do

- Provide flexible administrative support to enhance the Advice, Support and Community Services work of Age Scotland.
- Ensure that the administration processes which support the successful running of workshops are efficient and provide a high-quality participant experience.
- Provide technical support for virtual workshops where required.
- Provide ad hoc support for project specific events such as dementia consultation events or Age @ Work Employer Networking meetings.
- Provide high quality administrative support for event delivery, including accessible venue booking, preparation of materials, liaison with volunteers, guest speakers, participants and venues as appropriate to ensure the events run as planned.
- Provide additional administrative support to ensure the successful delivery of Age Scotland's annual National Conference and Awards event.
- Provide support for the administration of our membership and grants programme as required.
- Manage the collation of evaluation evidence.
- Maintain all system records such as Charity Log, the administration platform, Teams, Zoom and Moodle.
- Distribution and record keeping of participant packs for health and wellbeing challenges.
- Generate mailing lists as required.
- Any other ad hoc administrative tasks as required.

### What you'll bring

#### Essential:

- Relevant experience of providing administrative support, including arranging online and face-to-face meetings and events.
- Good working knowledge of Microsoft Office (Word, Excel, Teams, Outlook, Power Point) and the internet.
- Good interpersonal, written and verbal communication skills.
- Good organisational skills and ability to prioritise work to meet deadlines.
- A good team player who is also happy to work independently as required.
- Understanding of confidentiality and data protection.
- Ability to work well under pressure.
- Ability to communicate clearly with a wide range of audiences.
- Ability to build relationships with internal and external contacts.
- Flexible, adaptable and willingness to engage in self-development.

#### Desirable:

- Understanding of how communications, meetings and events can be made accessible to people living with dementia.
- Experience of managing and storing electronic data in line with GDPR.
- Familiar with Charity Log (database) or similar Management Information Systems.

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- Ability to develop and maintain high quality systems for the management of information and evaluation data.

### Additional requirements

- Commitment to the aims and vision of Age Scotland and the ability to demonstrate our values (Empowering, Inspiring, Inclusive & Integrity) in your work.
- Commitment to work alongside and support volunteers.
- An understanding of and commitment to equal opportunities.
- Willingness to work from the Edinburgh Office when required (NB, travel costs from home to the office will not be reimbursed by Age Scotland).
- Employees are expected to have a suitable homework space with a good broadband connection for occasional home working.
- The role requires occasional travel in Scotland involving possible overnight stays.
- Employees are expected to undertake any and all other reasonable and related tasks allocated by their Line Manager.
- Employees enrolled in Multi-Factor Authentication (MFA or 2FA) will be expected to install and maintain an app on either their personal or work mobile device.