

Resource & Admin Officer

Role Description

Division:	Community Services
Department:	Community Development
Location:	Edinburgh (Causewayside House) Office working minimum of 3 days per week and home working (blended working)
Geographical focus:	Scotland-wide
Contractual status:	Permanent
Hours:	35 hours per week
Line Manager:	Head of Community Development
Direct Reports:	None
Salary:	£23,908.50 - £26,082 (depending on experience)

Job Purpose

Our people are central to our success in delivering services for older people in Scotland. We pride ourselves on having a positive working environment and culture.

As Resource and Administration Officer, you will support the work of the Community Development team, providing high quality information and administration. You will be a central source of information and support to Age Scotland members, developing good professional relationships with members and ensuring that they are at the heart of Age Scotland's work. You will also be involved in supporting the administration of Community Development events and the Community Grants Programme, as well as developing, monitoring, and reviewing systems and procedures to ensure maximum organisational effectiveness.

Living our values, you will approach the role with integrity, while involving, inspiring and empowering our teams, so that together we can create better outcomes for older people in Scotland.

Resource & Admin Officer Organisational Chart



What you'll do

- Support the work of the Community Development team.
- Co-ordinate the administration required by the Community Development team and contribute to achieving the team's aims, including:
 - Diary management
 - Inbox management
 - Ordering supplies
- Provide administrative support for a programme of regional networking meetings and events, the national conference and AGM:
 - Arranging accessible and inclusive meetings and events.
 - Organising appropriate travel arrangements and overnight accommodation.
 - Preparing and circulating paperwork in advance of meetings.
 - Taking minutes during meetings.
 - Coordinating the production of follow up paperwork and reports.
 - Attending and supporting events and meetings.
- Take the lead in processing membership and grant applications and ensure that membership and grant data held on Charity Log and other information resources is up to date and accurate:
 - Processing digital and physical membership and grant applications in a timely manner, including scanning, filing, printing and posting letters and membership packs.
 - Reviewing current systems and processes and making recommendations to optimise the service where required.
- Represent Age Scotland and promote the charity's work at conferences, events, meetings and with Age Scotland members.
- Support information exchange with interested parties including:
 - Responding to membership and other enquiries.
 - Preparing and distributing bi-monthly Community Development team newsletters.
 - Co-ordinating the Community Development team's social media presence and pages on the Age Scotland Website.

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- Act as a central resource for Community Development team data and collate information as required for various purposes including reports, presentation materials and resource guides.
- Any other ad hoc administrative tasks as required.

What you'll bring

Knowledge & Experience:

- Relevant experience of providing high-quality administrative support, including arranging online and face-to-face meetings and events.
- Delivery of high-level customer service.
- Curating of internal data and producing and running management reports.
- Communicating clearly with a wide audience.

Skills & Qualities:

- Knowledge of IT systems such as Microsoft Office (Word, Excel, Power Point, Outlook), Teams/Zoom etc.
- Awareness and understanding of social media platforms such as Twitter and Facebook.
- Experience of maintaining and updating databases.
- Familiar with Charity Log (database) or similar Management Information Systems.
- Ability to develop and maintain high quality systems for the management of information and data reporting.
- Ability to work with team colleagues in a manner consistent with the values of the organisation and highest levels of empathy with the mission of the charity.
- Good organisation and planning skills.
- Strong attention to detail.
- Ability to organise own workload.
- Ability to build relationships with internal and external contacts.

Additional requirements

- A keen interest and proactive approach to your own professional development.
- Integrity and an understanding of confidentiality.
- Adaptability to react to urgent matters as they arise.
- This post will require some travel within Scotland and occasional overnight stays. (Expenses will be reimbursed in line with Age Scotland's expenses policy.)
- 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.)

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- Employees are expected to have a suitable homework space with a good broadband connection for occasional home working.
- 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.