

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Admin and Casework Assistant</b>
<b>Department:</b>	Devolved Nations
<b>Reports to:</b>	Head of Policy and External Affairs, Scotland (Reporting to Regional Development Manager, Scotland, on field support issues)
<b>Location:</b>	Glasgow Office
<b>Job Purpose:</b> Provide a consistently high level of support to the entire Scotland Team and professional front line support to FSB members, external stakeholders and the wider small business community.	
<p><b>Key Areas of Accountability:</b></p> <p><b>Frontline external support</b></p> <ul style="list-style-type: none"> <li>• Frontline external engagement (first point of contact / face of FSB to members contacting the Scotland team and to external stakeholders).</li> <li>• Owning, managing and resolving member queries, stakeholder enquiries and casework, including drafting responses; signposting to relevant member services; reporting to the wider team on caseload, casework progress and current issues.</li> <li>• Routine, third party correspondence triage, management and, where appropriate, response.</li> </ul> <p><b>Internal support</b></p> <ul style="list-style-type: none"> <li>• General administrative support for the Scotland team (office and field).</li> <li>• Secretariat support to the Scotland Policy Unit and Region Group.</li> <li>• Management of Scotland Office, including liaison with the building manager and the Facilities function at Head Office.</li> <li>• Manage room bookings and provide support in the Glasgow Office.</li> <li>• Meeting / diary management, including organisation of meeting refreshments and other facilities.</li> <li>• Provide seamless support, including covering absences.</li> </ul> <p><b>Events</b></p> <ul style="list-style-type: none"> <li>• Facilitate, deliver and promote FSB online and face-to-face events, local and national, which meet FSB's priorities and KPIs, including third party expos and networking events in the Glasgow Office.</li> <li>• Using the events software system, oversee the administration of events, including planning with venues/speakers etc.</li> <li>• Post-event analysis and attendance monitoring.</li> <li>• Working with colleagues, develop and expand the member-facing event programme in the Glasgow Office</li> </ul> <p><b>Commercial / Membership</b></p> <ul style="list-style-type: none"> <li>• Generate sales leads for the sales team through 1-2-1 engagement across all communications channels including social media, working with the Comms &amp; External Affairs Manager.</li> <li>• New member welcome activity.</li> <li>• Assist Development Managers to identify case studies and evidence to support FSB lobbying activity.</li> </ul> <p>Undertake other duties relevant to local activities in accordance with the level/grade of the post as directed by the appropriate line manager.</p>	

*This job description is not intended to be an exhaustive list of duties and responsibilities. The job description will be reviewed and updated as the needs of the business evolve.*

<b>Person Specification</b>		
<b>Attributes</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>GCSE Grade 4 or equivalent in English Language</li> </ul>	<ul style="list-style-type: none"> <li>Customer services certificates</li> <li>IT qualification – BTEC or equivalent</li> <li>Business and or Marketing qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of managing and delivering administration support</li> <li>Working in a role without close supervision and where working on own initiative was essential</li> <li>Experience of working in a customer supporting role</li> </ul>	<ul style="list-style-type: none"> <li>All aspects of events management, including administration, planning &amp; delivery</li> <li>Sourcing and preparing content for marketing communications</li> <li>Face to face customer/stakeholder relationship development</li> <li>Use of customer database</li> <li>Lead generation and customer retention</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Good knowledge of IT applications including Word, Excel, Outlook, databases and social media platforms</li> <li>Good all-round knowledge of managing and delivering administration support</li> </ul>	<ul style="list-style-type: none"> <li>Has used a customer database previously.</li> <li>Understanding of the needs of small businesses and information which would be helpful to their business</li> <li>Previous use of Sharepoint, Teams or similar data sharing applications</li> <li>Interest in the political context and institutions</li> <li>Knowledge of all aspects involved in planning and delivering an event</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Excellent verbal and written communications skills</li> <li>Ability to plan, organise and prioritise workload to meet deadlines.</li> <li>Ability to enable the smooth coordination of activities</li> <li>Strong relationship building and interpersonal skills</li> <li>Good telephone manner ability to carry out customer service calls to a high standard</li> </ul>	<ul style="list-style-type: none"> <li>Ability to identify opportunities to develop FSB objectives.</li> </ul>