

Job Description - Administrator



Responsible to	Office Manager
Salary	£23,000 pro rata + 6% contribution to pension scheme
Hours of work	Full time (35 hours per week)*
Place of work	Greener Kirkcaldy's base at 8 East Fergus Place, Kirkcaldy
Contract	Permanent
Holiday	33 days, inclusive of public holidays per annum pro rata, going up to 37 days after 5 years' service
Requirements	The post-holder will be subject to a Disclosure Scotland check

** Including occasional evening and Saturday work. Greener Kirkcaldy have a flexible working policy. We would consider requests to work fewer hours, or to job-share.*

About Greener Kirkcaldy

Greener Kirkcaldy is a community-led charity working locally to bring people together, take positive action on the climate emergency and support people through fuel poverty and food insecurity.

Based in the heart of Kirkcaldy – with a community building, training kitchen, bike shop and garden – we carry out activities across Kirkcaldy and work with partners to deliver projects across Fife.

We want our town to be a good place to live and work. We believe in a future where everyone has a say in what happens locally, people are working together to protect our environment and those in hardship are supported to live well. That includes our staff and volunteers.

Working at Greener Kirkcaldy involves being part of a positive, collaborative and social team. Our culture is really important to us. We promote equality, diversity and openness. We have a strong focus on staff wellbeing and development and encourage staff initiative and ideas.

We support all of our staff with flexible and hybrid working, generous holidays, enhanced maternity, paternity and sick pay, lots of wellbeing, training and development opportunities (and social events!)

We want Greener Kirkcaldy to be an inclusive and diverse charity where everyone feels supported, valued and able to be themselves. We take part in Fife Centre for Equalities' Equality Pathfinders programme. We also take part in the Race Equality Environmental Programme facilitated by CEMVO Scotland. Our [Equalities Action Plan](#) sets out the steps we are taking to improve diversity and inclusion.

To achieve our vision of Kirkcaldy as a greener and fairer place to live, we need a diverse team. We encourage applications from people of any background. We know that in our sector we particularly lack staff and volunteers with Minority Ethnic backgrounds and disabled people. If you identify as Minority Ethnic and/or disabled, we are particularly interested in receiving your application.

Please contact Office Manager, Dianne Girvan, on dianne@greenerkirkcaldy.org.uk to discuss any additional support you may need to complete your application or take part in the recruitment process.

Job purpose - Administrator

Our community building in Kirkcaldy Town Centre is a hive of activity. It houses our office, an events space, the Lang Spoon Community Kitchens, a climate-friendly garden and community fridge. It also hosts events, training and volunteering opportunities.

Working in a friendly, dynamic front of house setting, you will be the first point of contact for those coming into our community building. You will be responsible for welcoming and engaging with visitors, as well as answering general enquiries over the telephone.

You will also play a key role in the Core Team, completing a range of administrative tasks and providing support to other teams in the organisation.

Specific responsibilities

- Play a key role in Greener Kirkcaldy's 'Front of House' team:
 - Act as a first point of contact for people visiting our community building
 - Maintain a welcoming, informative, clean and tidy space for visitors
 - Deal with telephone and email enquiries from the general public and other organisations
 - Provide excellent customer service, engaging with people in a positive and constructive way
 - Offer information and signpost to Greener Kirkcaldy activities and other services

- Monitor the Greener Kirkcaldy community fridge, including keeping the fridge topped up and accepting food donations
- Take and assist with room hire bookings
- Handle cash and card donations, and payments for events
- Record and distribute post
- Check and replenish first aid boxes
- Ensure the building is run in an environmentally friendly way
- Assist with the arrangement of events and meetings
- Collect information and update databases
- Support the organisation to keep paperwork up to date and adhere to Greener Kirkcaldy's quality management systems
- Assist all Greener Kirkcaldy teams with general administration

General responsibilities

- Work as part of the Greener Kirkcaldy team to promote and encourage an understanding of environmental issues in the local area
- Promote the values of Greener Kirkcaldy when working with the local community
- Work and communicate effectively with other team members (staff, sessional workers and volunteers) to achieve goals
- Maintain good relationships with partners and stakeholders
- Provide an excellent participant experience
- Comply fully with the organisation's ethos, policies and procedures and relevant legislation
- Attend and contribute to team meetings and training courses
- Undertake other duties in line with the job purpose

Person Specification - Administrator

Qualifications, skills and experience
Excellent communication skills
Excellent literacy, numeracy and IT skills
Ability to balance and prioritise a varied workload
Excellent attention to detail
Flexibility and the ability to adapt according to the needs of the organisation
Experience in a reception role or carrying out administrative tasks
Personal qualities
A positive and enthusiastic attitude
Initiative and self-motivation to complete tasks
Commitment to quality and high standards of customer care
A willingness for continued learning and personal development
Enthusiastic about engaging people to tackle the climate emergency and/or supporting people in hardship