Job title Goodmoves and Payroll Administrator

Salary SCVO Grade 3 (£27,118 - £30,132)

Location This post can be based in Edinburgh, Glasgow or Inverness. SCVO staff can work a blend of office and home on agreement with their team and line manager, and within the parameters of our blended working policy.

1 Purpose and values

SCVO believes the voluntary sector is vital to Scotland’s economy, society and democracy. We support the sector to achieve its ambitions through delivering services, giving the sector a voice at a national level and promoting and supporting innovation and improvement. Our vision therefore is a thriving voluntary sector at the heart of a successful, fair and inclusive Scotland. We champion the role of voluntary organisations in building a flourishing society and support voluntary organisations to do work that has a positive impact.

Our values are the foundation of how we act individually and collectively as SCVO staff members. We are: accountable and committed, responsive, supportive, progressive and bold.

Equality, diversity, and inclusion at SCVO

SCVO is committed to building a workforce of people from a wide range of backgrounds, perspectives, and experiences.  That means a workforce that includes people of different age groups, socio-economic backgrounds, faith and beliefs. People who are trans, disabled, from minority ethnic backgrounds. People who identify as lesbian, gay, or bisexual or another sexual orientation. We welcome applications from individuals from all communities particularly from people with disabilities and people from ethnic minority backgrounds, currently under-represented within SCVO. We share our interview questions in advance of interview, and we offer blended and flexible working from day one of employment, including part-time working and working from home, as well as other flexible working options.

If you would like a copy of SCVO’s equality, diversity and inclusion policy, please contact hr@scvo.scot.

2 Job purpose

To provide administrative support to the goodmoves and payroll teams, contributing to providing an excellent customer service to both services.

3 Values, skills, experience, and knowledge

The post holder will be expected to demonstrate the following range of skills and experience on a regular basis:

**Essential**

* At Least 2 years’ relevant experience in a similar customer service role.
* Understanding of Office Software (Excel, Outlook, Word etc.) and experience of using a CMS.
* Good knowledge and understanding of the voluntary sector.
* Strong communication skills – engaging and personable in person, on the

phone and in writing.

* Strong self-management and self-motivational skills; ability to prioritise and time-manage; ability to deliver to target.
* Outstanding customer service skills – excellent listener, skilled at identifying customer needs and offering suitable solutions in a supportive way, able to build rapport and relationships.
* Commitment to SCVO’s [service charter](https://scvo.scot/about/work/service-charter)
* Ability to uphold our values and principles, contributing to an inclusive working environment, striving for environmental sustainability.

**Desirable**

* Experience of working in or an understanding of the Scottish voluntary sector

4 Key accountabilities

**Goodmoves**

* Processing incoming sales and deal with basic customer questions and

complaints received via the Goodmoves Freephone number and emails.

* Proofread and post customer adverts onto the goodmoves website.
* Maintain customer records on salesforce keeping key information up to date

(organisation profile, address, social media etc.)

* Conduct follow-up conversations with goodmoves advertisers to ascertain if

their advert was successful, providing information on job advert stats (number of job views/downloads etc.).

* As part of the goodmoves team attend events to promote the service to both

advertisers (charities, voluntary organisations and social enterprises) as well

as job seekers.

* Additional administration tasks that may be required across the Service

Delivery and Improvement Department at the discretion of the Head of

Department.

**Payroll**

* Filing payroll submissions in payroll client folder and responding to general enquiries from the payroll inbox.
* Following up online enquiries.
* Booking in follow up calls if required.
* Uploading online payslips.
* Helping with the checking of RTI submission confirmations from HMRC.
* Prompting payroll clients when submissions are due/late.

5 Other duties

Any other general duties as may be required by the line manager.

6 Location and accountability

SCVO has a Blended Working policy.  All staff have an assigned office base and can work a blend of office and home on agreement with their team and line manager, and within our Blended Working parameters.  See our Blended Working Policy for more information.

We have office bases in Edinburgh, Glasgow and Inverness.

The post holder reports to Richard Nisbet, Head of Service Delivery and Improvement Goodmoves and Payroll.

7 Further Information

For further information please contact [Richard.nisbet@scvo.scot](mailto:Richard.nisbet@scvo.scot)

8 To apply

Please e-mail your application to [recruitment@scvo.scot](mailto:recruitment@scvo.scot) by 12 noon on the closing date.

Closing date: Monday 25th November

Interviews: Wednesday 4th and Thursday 5th December

9 SCVO salary scale

SCVO’s salary scale has six increments. Appointments are made on the 1st increment. Staff move up an increment on an annual basis (unless you are involved in formal disciplinary or performance management proceedings).

10 Major terms and conditions

A full package of Terms and Conditions is available. Key features include:

Salary: SCVO Grade 3 (£27,118 - £30,132)

(appointments are made on the 1st increment)

Annual leave: 33 days plus 6 public holidays (pro rata)

Pension: SCVO offers a Defined Contribution Pension Scheme   
to its staff. Employee contributions are 6% or 3%, SCVO contributes 9% or 4.5%. A salary exchange option is available.

Probationary period: 6 months

Hours: 35 hours per week (flexible working options are available including part-time hours and home working).

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