

ASH SCOTLAND JOB DESCRIPTION

Job Title:	Officer Business Services - Part Time (21 hours)
Team:	Business Services
Responsible To:	Senior Manager Business Services

Job Purpose:

To provide Officer level support to the organisation and be an effective member of the Business Services Team, delivering business support services to the wider organisation.

The focus of this post is to provide Business Services support across Facilities Management, Health and Safety, Learning and Development and events, Administrative Support, Information Technology (I.T) and HR.

Major Tasks:

1. Undertake duties relating to facilities management, services and general running of ASH Scotland premises ensuring they remain maintained, cost effective, safe and secure.
2. Coordinate and deliver key Health and Safety services and checks relating to the safety of the building and safe working practices amongst the ASH Scotland staff team.
3. Coordinate, source and support learning and development activities and events across the organisation.
4. Provide support for the general business including HR functions of ASH Scotland and assist other staff as required.
5. Provide business support to ASH Scotland's work streams and teams alongside supporting the general administration of ASH Scotland.
6. Assist the staff team with IT issues and liaise with our IT partners as required.

Main Job Activities:

Undertake duties relating to facilities management and general running of ASH Scotland premises ensuring they remain maintained, cost effective, safe and secure.

- Ensure the building, premises and services are maintained to a high standard.
- Monitor and review costs and quality of services, liaising with suppliers and ensuring best value.
- Monitor stocks and order stationery and prepare specifications and costs for furniture and equipment, achieving best value for money.
- Arrange office repairs and general maintenance and inspections as required, advising the SMT of any issues.
- Maintain accurate records for contracts and contacts.

Coordinate and deliver key Health and Safety services relating to the safety of the building and safe working practices amongst the ASH Scotland staff team.

- Carry out Health and Safety office walk-rounds regularly, ensuring that findings are reported and actions prioritised and addressed.
- Under guidance of Senior Manager Business Services, develop and maintain a suite of procedures and processes to support our Health and Safety and Risk governance, ensuring that these remain fit for purpose and up-to-date.
- Complete and/or coordinate completion of risk assessments, including DSE and ensure/record staff completion of e-learning.
- Provide regular, relevant Health and Safety updates to the wider organisation.

Coordinate, source and support ASH Scotland learning and development activities and events across the organisation.

- Assist with the facilitation of any ASH Scotland training courses and events, providing both in person and virtual/IT support as required.
- Develop staff skills to maintain and enhance electronic working in support of the hybrid policy.
- Support development and delivery of mandatory training.
- Encourage sharing of best practice amongst staff and support internal communication.
- Identify suitable courses and learning activities resulting from appraisals, 1:1's, and other management requests.
- Monitor and administer organisation-wide training plans and events, ensuring timely delivery of requirements and managing and recording costs and resources.
- Liaise with training/event providers, achieving best value for money, and prompt servicing of accounts.

Provide support for the general business including HR functions of ASH Scotland and assist other staff as required.

- Assist with technical and administrative support as required.
- Assist with reception and answering routine correspondence and enquiries.
- Support the delivery of HR Services including recruitment, employee support and learning and development.

Provide business support to our staff alongside supporting the general administration of ASH Scotland.

- Support the work of ASH Scotland staff and workstreams as required eg with resources, postage, supporting events and training and assisting with enquiries.
- Provide IT support to external members within Moodle, our ASH Scotland eLearning platform.
- Provide IT support to online events.

Assist the staff team with Information Technology and liaise with our IT partners as required.

- Assist staff with IT issues, liaising with our IT partner for any assistance required.
- Support the implementation of new systems, applications and hardware, sharing best practice within the wider ASH Scotland team.
- Keep records of equipment

Responsibilities of all ASH Scotland Staff

- Manage and prioritise workload and ensure that deadlines are met.
- Work flexibly and cooperatively with members of ASH Scotland towards aims and objectives agreed by the organisation.
- Maintain positive and constructive working relationships with all members of your immediate team and the wider ASH Scotland team, to ensure that all staff are kept up to date with all relevant issues and developments.
- Undertake relevant professional development activities and training as agreed with line manager.
- Undertake other duties relevant to the post and on occasion other wider duties pertinent to ASH Scotland's strategic objectives and appropriate to the seniority of the post.
- Maintain confidentiality, as appropriate, with sensitive or privileged information, including day-to-day observance of Data Protection guidelines.
- Adhere to all internal and external ASH Scotland policies, procedures, systems and guidelines and to contribute constructively, as required, to their ongoing development.
- If necessary, from time to time, to work outside normal working hours for which time off in lieu (TOIL) will be given.
- Secure premises, including setting alarm, as necessary.
- Have regard for your own personal health and safety and that of those around you.