



Administrator (28 hours): Job Description

Title	Administrator
Hours	28 hours per week
Salary	£25,408 per annum (pro-rata)
Pension entitlement	An employer's contribution of 8% is payable
Annual leave entitlement	30 days, plus 12 days Public Holidays (pro-rata)
Responsible to	Manager

Purpose of the post

The Administrator will be responsible for supporting the smooth and effective administration of the Moray Rape Crisis office and services, and providing a first point of contact for queries from survivors, their family members and agencies.

Summary of main responsibilities and activities

1. Provide office phone, mail, email and reception cover during service opening hours, and act as the first point of contact for enquiries from a broad range of stakeholders, including survivors and professionals contacting the office for information and to make referrals, funders, and press queries.
2. Receive and process referrals in accordance with MRC's operational policies and procedures, liaising directly with survivors and agencies as required.
3. Working alongside colleagues within MRC's support services, assist with the booking and management of appointments for MRC's services.

4. Carry out general administrative duties in a timely manner, including dealing with the mail, information requests, office supplies and equipment, recruitment processing, equalities monitoring, contact stats collation and any other requirements to ensure the smooth operation of the office and wider organisation.
5. Ensure filing and online systems operate to facilitate the effective communication and data retention across the organisation.
6. Ensure effective systems are in place for the management of office supplies, equipment and contracts (including but not limited to IT, phones, cleaning, utilities, insurance etc).
7. Respond to donations and the administration of gift aid.
8. Update and maintain accurate records on an ongoing basis, as required for this role.
9. Ensure compliance with MRC policies with a focus on data protection and health and safety, including regular checks and updating of records.
10. Prepare and take minutes for Team and Board meetings, and other key meetings as required.
11. Ensure effective preparation for meetings of the Board of Trustees and the annual AGM, through the coordination and circulation of agendas and papers.
12. Provide administrative support to the wider MRC team as capacity allows and under direction of the Manager.
13. Effectively prioritise and organise a varied workload.
14. Participate in training as required to meet the needs of the role.
15. Participate in regular support and supervision sessions.
16. Undertake any other reasonable duties as requested by your line manager and as required by the post for the effective running of the office and the organization.

Person Specification

CRITERIA		ESSENTIAL		DESIRABLE
Knowledge	E1	Demonstrable high levels of IT proficiency, including Office 365 and database use	D1	Knowledge of issues relating to sexual violence
	E2	Good standard of education		
Skills and Abilities	E3	Excellent communication skills, both written and oral		
	E4	Ability to communicate effectively with a wide range of agencies and individuals		
	E5	Demonstrable ability to prioritise a varied workload, meeting deadlines		
	E6	Demonstrable ability to work as part of a team and independently, using your own initiative		
	E7	Demonstrably strong attention to detail and ability to maintain accurate records.		
Experience	E8	Proven work experience in a busy office environment	D2	Experience of working in the Third Sector
	E9	Experience of developing, updating and maintaining effective office systems and administrative processes	D3	
	E10	Experience of acting as the first point of contact for a range of individuals and agencies		
	E11	Ability to handle confidential and sensitive conversations, sometimes with people who are in distress		
Other	E12	Commitment to working within a feminist organisation		
	E13	Commitment to equality & diversity and anti-discriminatory and inclusive practice.		
	E14	Act with integrity and respect when working with all service users, agencies and individuals		

	E15	A resilient approach and clear strategies for managing self at work.		
	E16	Able to undertake occasional evening/weekend work.		
	E17	Ability to travel across Moray for training, meetings and events as required by the post.		