

Role title	Administrator
Responsible to	Office Manager
Location	81 Oxford Street, Glasgow
Hours	Monday to Friday, 9am to 5pm

About Alzheimer Scotland

Alzheimer Scotland is Scotland's national dementia charity. Our vision is a future where dementia doesn't exist. Our mission is to make sure nobody faces dementia alone. Our goals are to prevent dementia by empowering people to look after their brain health, continue to care for as many people as we can who are living with dementia, and to help find a cure by funding research and campaigning for people to have access to any treatments available.

Alzheimer Scotland is committed to fair work and is proud to be accredited as a Living Wage employer. We enable and foster a working environment of trust, integrity and respect, for which everyone in the charity has a responsibility. We work collaboratively and encourage creativity and innovation from our employees and volunteers as we strive to continually improve the ways in which we support people with dementia, their families, and carers.

All Alzheimer Scotland employees and volunteers are encouraged to engage in activity within the charity, and through our Colleague Voice Forum and other outlets we actively promote an effective voice so that the views of those who work with us are sought out, listened to, and can make a difference. We advocate continuous development across all our teams, providing opportunities to learn in a safe and supportive environment.

About the role

The Administrator role is to provide a comprehensive and robust admin support in our national office in Glasgow. The role will primarily support all aspects of administration and general office support in these premises and be the first point of contact for any callers, in person or by telephone. There will also be a focus on administration within the Learning & Development and Property teams making this a flexible and varied role for someone who is able to adapt to the priorities of the charity at any set time by undertaking any tasks relevant to the smooth running of the national office in Glasgow and the organisation as a whole. You will be the first point of contact for anyone contacting or visiting our organisation and as such this role is based wholly within the office with no hybrid/home working option.

Key responsibilities

Role specific responsibilities

- Greet visitors in a friendly and professional manner ensuring that the staff member collects their visitors to escort them to the relevant room.
- Organise and maintain a system for the booking in and out of staff/visitors, booking rooms and co-ordinating meeting requirements.
- Maintain the office evacuation roll, weekly fire alarm test and first aiders records.
- Receive and send any post, distributing or dealing with this accordingly.

- Answer incoming calls to the switchboard, taking messages and redirecting calls, or managing enquiries in line with the role
- Be responsible for petty cash and banking, ensuring accurate records and balances are maintained.
- To be responsible for placing stationery and other relevant orders and maintaining appropriate stock levels.
- Assist the Property Team with any relevant administration tasks such as liaising with contractors or maintaining the service desk.
- Assist the Learning & Development Team with any relevant administration tasks such as collating training records or organising training events.
- Any other tasks consistent with the general remit of the post including general office admin such as photocopying, recycling and scanning.
- To build and maintain good working relationships with colleagues within the organisation.

Other responsibilities

- Use IT systems appropriate to the role, including Microsoft Office suite, ALIS (intranet) and ensure all required measures relating to the safe and secure use of sensitive and personal data are adhered to at all times.
- Ensure Health and Safety is actively monitored and implemented and identify and manage risk in line with Alzheimer Scotland's operational guidance.
- Actively collaborate with peers and colleagues both internally and external to the Charity, as appropriate to the role, in developing positive working relationships and collaborative, flexible approaches.
- Operate within the context of all Alzheimer Scotland policies and procedures.
- Participate fully in team meetings, learning and development opportunities and CPD/ CPL activities, and personal review and appraisal meetings.
- Adopt and maintain a positive approach in supporting, contributing to and enabling effective employee voice.
- Actively support and promote the integration of volunteer activity and effective volunteer voice.

General

This job description remains subject to review by the Charity at any time and does not form part of the postholder's contract of employment unless explicitly stated.

Reviewed: March 2022

Person Specification

Administrator

This person specification should be read with the above job description for the post of Administrator. Please note that these competencies are not ranked in order of priority.

The following criteria will be used in selecting a candidate:

	Essential	Desirable
Skills, ability, knowledge		
Excellent IT skills and knowledge including all Microsoft packages	X	
Ability to self organise, prioritise and meet deadlines	X	
Ability to work under pressure while paying attention to accuracy and detail	X	
Ability to analyse problems and develop solutions		X
Demonstrable interpersonal and relationship building skills	X	
Dynamic, self-motivated person who has the ability to work unsupervised whilst also being a team player	X	
Ability to communicate effectively and influentially with a range of stakeholders verbally and in writing	X	
Able to maintain confidentiality.	X	
Personal qualities		
Enthusiastic with a positive and professional attitude	X	
Empathetic to the aims and values of Alzheimer Scotland	X	
Flexible in approach	X	
Qualifications/Experience		
Relevant qualification in administration to SVQ2 level		X
One year's experience of providing administrative support.	X	
Experience of the voluntary sector		X

