

## **Job Description – September 2025**

**Job title:** Administration Officer  
**Location:** Glasgow, with the potential for hybrid working  
**Reports to:** Head of Operations and Development  
**Salary:** £29,557  
**Contract type:** Full-time  
**Hours:** 35 hours per week

### **JOB PURPOSE**

- A critical role providing high-quality operational support in the delivery of Impact Funding Partner's sector-leading services, ensuring our clients are supported efficiently and dealt with holistically, compassionately and professionally
- This role works across fund implementation and development as well as consultancy, it is responsible for due diligence and maintaining accurate records and for ensuring excellent service to all internal and external stakeholders
- The role is responsible for managing and delivering all the processes, systems and infrastructure that support our service delivery

### **KEY RESPONSIBILITIES**

#### **1. Fund implementation, management and development**

- Support the development, launch and monitoring of funds, including the development of online forms, working as an integral part of the operational team to deliver best in class fund management services
- Act as the first point of contact for applicants and prospective applicants, managing incoming enquiries and correspondence promptly and professionally
- Support applicants through the application process, providing guidance and troubleshooting as needed and processing applications using our CRM
- Support the assessment of applications, including due diligence and preparation of reports for decision makers
- Issue decisions and grant conditions to applicants, working closely with the operational team
- Assist with post-award management and monitoring progress of funded organisations, including managing risk, supporting with budgets, checking finance reports, processing fund payments, creating monitoring reports and developing positive relationships across all stakeholder groups
- Assist with the development and delivery of a programme of capacity building

#### **2. Consultancy**

- Provide administrative support to colleagues delivering consultancy services, including stakeholder liaison, scheduling, document preparation and reporting
- Assist with the development and delivery of services including stakeholder consultation and analysis

#### **3. Data management and reporting**

- Ensure high-quality data capture and record-keeping for all funds and consultancy activities that adheres to GDPR regulations
- Lead continuous process and systems improvement
- Support the preparation of reports for funders, commissioners, clients, other external stakeholders and for internal stakeholders
- Maintain confidentiality and data protection standards at all times

#### **4. General administration**

- Lead the maintenance, effective use and development of the CRM system
- Provide general administrative support to the team as required
- Provide facilities support to the Business Services Manager
- Support induction and training of new staff or volunteers as needed

#### **5. Line management**

- Line management of an assistant to this role

### **PERSON SPECIFICATION**

#### **Essential**

- Previous experience and sound knowledge of grant funding
- Experience of Scotland's Third Sector
- Experience in customer services
- Experience of line management of staff or volunteers
- Strong track record in administration, systems and processes development
- Strong knowledge of developing and managing a CRM system
- Understanding of budgets
- Strong analytical skills
- Excellent organisational skills and ability to manage multiple priorities and competing deadlines
- Excellent, interpersonal, verbal and written communication skills
- High attention to detail and accuracy
- Ability to work independently and as part of a team
- High levels of integrity, discretion and professionalism

#### **Desirable**

- Experience in a role that supports the delivery of fund management and consultancy services
- Experience of Salesforce or Form Assembly
- Experience of Sharepoint and MS Teams
- Experience of event management
- Some understanding of financial accounts in the context of due diligence when reviewing funding applications
- Some knowledge of GDPR (General Data Protection Regulations)
- Some knowledge of health and safety in the context of general office environment