

Join us to help improve the lives of disabled children and their families
by becoming our next Office & Facilities Administrator



Job Title: Office & Facilities Administrator

Hours: 28 hours per week

Location: The Yard Edinburgh

Salary: £18,636 per annum (£12.80 per hour)

JOB PURPOSE

The Yard is an award-winning charity that runs adventure play services for children with disabilities and/or additional support needs and their families. We offer creative and inclusive adventure play experiences alongside wraparound support for the whole family. We believe in fostering communities of friendship and peer support without judgement. Since we opened in 1986, our services have grown significantly, but we will always retain our holistic approach and ethos of child-centred and child-led play services.

As part of our fast-paced Office and Facilities team, you will provide a welcoming, friendly, positive and efficient service to our external members and stakeholders along with internal colleagues. With a wide range of responsibilities, no two days will be the same and you'll thrive on multitasking, thinking creatively, and finding 'the Yardie way' to deliver excellent service. You'll not only cover our Reception and provide first class office administrative support, but you'll also help us manage health and safety, hospitality, procurement and day to day maintenance across our whole organisation. The Yard is all about adventures, why not join us and yours could start here....

ORGANISATIONAL STRUCTURE

Reports to the Office and Facilities Manager. Support and supervision of administrative volunteers.

KEY RESPONSIBILITIES

- Management and monitoring of the membership system Mindbody, including payment follow up and tracking, data input and reporting
- General reception duties in person, by telephone, email, and physical mail
- Welcoming and booking in our members and their families, school groups and other users of The Yard during busy play sessions
- Facilities administration including utilities monitoring, contractor visits, maintenance planning and materials management
- Support the Office and Facilities Manager with internal IT functions, including hardware management
- Support the Office and Facilities Manager to track and monitor the in-house Health & Safety Management System
- Administrative support and hospitality management for events and other onsite activities, including and team workshops
- Welcoming and supporting corporate volunteers
- Project work when required

Scotland Yard Adventure Centre (known as The Yard) is a registered Scottish Charity SC002538 and Private Limited Company registered in Scotland 101671.

AUTHORITIES AND LIMITATIONS

There are no financial authorities for this role

KNOWLEDGE, SKILLS, QUALIFICATIONS, COMPETENCIES**Essential qualities and experience:**

- Friendly and welcoming manner living The Yard values of kindness, understanding, adventurous, inspiring and community
- Ability to manage an intermittently busy reception area calmly, confidently, and effectively
- Significant experience of office administration and multi-channel customer service
- Excellent communication and interpersonal skills, both written and face to face
- Excellent understanding of IT systems, including Microsoft 365
- Excellent computer literacy: including expertise in Microsoft Office and experience using data management systems e.g. Mindbody
- Excellent organisational and project management skills
- Excellent numeracy and literacy skills

Desirable qualities and experience:

- Experience of facilities and Health & Safety management
- Experience of working in a Third Sector, customer facing environment
- Experience of working with children and young people with disabilities