

Role Description – Administration Officer.

Reports to – Head of Mediation / Head of Child Contact Services.

Salary – £12K p.a.

Working Hours – 14 hours (Wednesday and Thursday).

Location – Woodlands, Glasgow (possible option to work flexibly between Glasgow and Kilmarnock after 6 months).

Family Mediation West provides support to families affected by separation, divorce, and conflict. We have premises in Glasgow and Kilmarnock allowing us to offer services across the West of Scotland. We are affiliated to Relationships Scotland, who support a national network of twenty-one local service providers for individuals, couples and families experiencing relationship breakdown. The values and the standards of the organisation help to ensure effective support can be provided to help families through challenging times.

Job Purpose

The Administration Officer will be responsible to support office administration within a small but busy office. This post will maintain high professional standards and be compliant with current legislation, policy, and best practice within a family relationships environment.

Working within a team environment and supporting all Heads of Department, Administration Staff and Sessional Practitioners within a range of service led administration tasks. Operations are within a range of Mediation services, and Child Contact Services.

Full training is provided within our service operation, processes, CRM and Xero system.

Main Areas of Responsibility –

- To be a focal point of contact with service users, partner organisations or external organisations by telephone and email.
- Maintaining accurate records and updates within our CRM, and any other record keeping platforms.
- Advise and support any service users looking to register with FM West, while providing updates on case progress and any other relevant information.
- Support the finance operation and send out invoices via Xero when required.
- To support monthly statistics collation, and support the collation of an annual spreadsheet.

Key Tasks

- Consulting with service users and arranging Intake and other service led appointments and registration.
- Have day-to-day responsibility for the administration of case management for services that we offer our service users.

- Monitor the admin process with cases; in consultation with service users, managers, and practitioners, ensuring that all relevant case paperwork and reporting is up to date.
- Co-ordinate operational calendars and align with mediator diaries.
- The co-ordination and set up of online mediator/service user meetings.
- Produce a monthly spreadsheet noting all training of staff and practitioners.
- Provide administrative support for other initiatives and support e.g. CPD and training events.
- Support tracking invoice payments, and assist monitoring when invoices are due to be issued.
- To monitor and track the Info@ email account.
- To answer telephones as a key point of contact, and support administration tasks within each call.
- Provide general telephone advice on services on offer, and offer advice to signpost to other agencies.
- Support any BT issues with landline or broadband services.
- Ordering stationary and other office or centre-based items.
- Consult with third party contractors when required within IT and CRM.
- Provide any other reasonable and general administrative support as directed by the Director.

Qualifications & Experience (Essential) -

The successful candidate will have:

- Experience of admin and office systems
- Be proficient in all common Microsoft Office applications.
- Ability to prioritise workload and multitask.
- Ability to work on own initiative and meet deadlines with minimum supervision (once trained).
- Good knowledge of conferencing software e.g., Zoom, Teams etc.
- Be self-motivated, with a can-do attitude and a strong commitment to delivering results on time and to a high quality.
- Self-manage, organise, and prioritise tasks and work under pressure during troubleshooting and problem-solving.
- Ability to manage the sensitive and confidential issues using discretion and diplomacy.
- Ability to empathise with service users experiencing high conflict within their lives.
- Be a confident communicator and possess excellent verbal and written communication skills.

Qualifications & Experience (Desirable)

- Experience of Xero or similar accountancy systems.
- Experience of eTapestry or any database system.
- Working within a child focussed environment.
- Working within a counselling, mediation, and family conciliation service.
- Experience of working with a Third Sector, Legal or Statutory environment.
- Have a good understanding of GDPR policy and process.

General Skills/ Attributes

- Ability to work independently and collaboratively.
- Ability to work well under pressure.

- Enthusiastic about working and representing a well-established charity.
- Enthusiastic to make a key difference to the lives of our service users.
- A personable character who works well within a team.
- Strong in character, approachable, dependable, adaptable, and patient.
- Have a 'can do' attitude to learning and supporting colleagues within a wide range of duties.