

Network Services Administrator

£25,349-£27,675 (pro-rata)

(21 hours per week)

Dear Applicant

Thank you for your interest in the above post. Please find attached all the relevant information you will need to complete your application.

To apply, please send us:

- An up-to-date CV
- A supporting statement (max 2 pages) that outlines your interest in our organization and this role, and your fit against the criteria set out in the person specification and job description.
- Details of two people who could provide a reference for you. References would only be taken up with your prior agreement.

Please also complete the equal opportunities monitoring form which is included in this application pack.

Please e-mail us at diana.sinclair@relationships-scotland.org.uk or by post to:

Private and confidential
Diana Sinclair
Relationships Scotland
18 York Place
Edinburgh EH1 3EP

The closing date for completed applications is **midday on Wednesday 28th October** and interviews will be held in person at 18 York Place in Edinburgh on **Wednesday 11th November**.

We look forward to receiving your application.

Relationships Scotland

Summary of Key Terms and Conditions

- Fixed term to 31 March 2027 in the first instance, with the intention from Scottish Government to extend funding to March 2029.
- 1 month Probationary Period
- Salary £25,493-£27,675
- 21 hours a week – this role is office based, at 18 York Place, Edinburgh
- 30 days Annual Leave (pro-rata)
- 7 Public Holidays (pro-rata)
- You will be auto-enrolled into our pension scheme with a 10% contribution from Relationships Scotland. You can make your own additional contributions to this.

Job Description: Network Services Administrator

This job description describes the practical purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently but is not intended as a wholly comprehensive or permanent schedule.

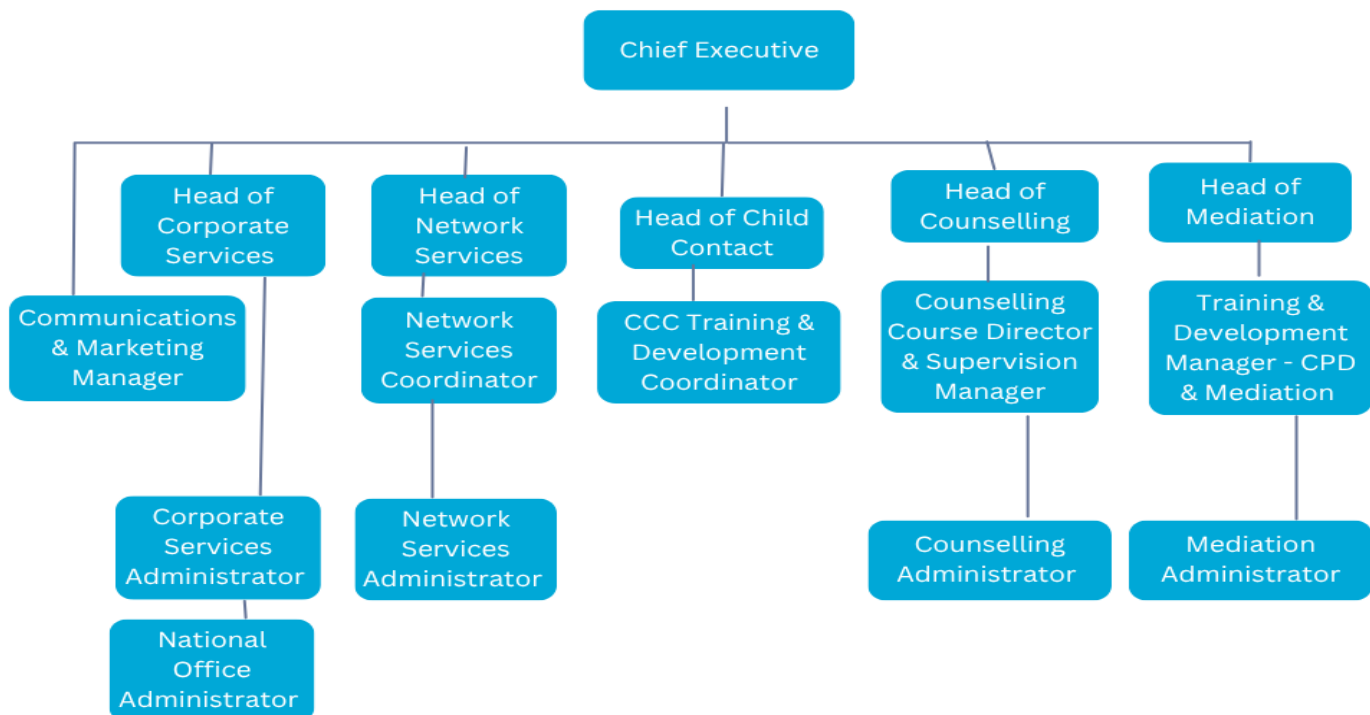
1. Job Details

- Job title: Network Services Administrator
- Reports to: Head of Network Services

2. Overall Purpose of the job

- To provide effective administrative systems and support for the Network Services team and the wider Relationships Scotland network, in particular supporting the work of the Whole Family Support Fund and Corra Fund.

3. Organisational Structure



4. Principal Accountabilities

- Coordinating administrative support for the Weave Partnership & the Corra Foundation CYPFEI Fund
- Providing administrative support to the Network Services team (Head of Network Services & Network Services Co-ordinator)
- Servicing and taking minutes for the Network Services Committee
- Liaising with Member Services to gather client data including client information forms
- Data entry for client information forms
- Assisting with diary management to coordinate meetings and events
- Assisting in the provision of the telephone information line and reception service for Relationships Scotland, receiving incoming calls and enquiries, and welcoming visitors to the office
- Providing general office support, e.g. support for meetings and room bookings, maintaining filing systems
- Assisting other support staff to manage workloads during times of high activity
- Maintaining an up-to-date member service contact details list and ensuring email distribution lists are up to date
- To provide information and advice to Member Services, ensuring that people are directed to the relevant staff member where appropriate

These key tasks are not intended to be exhaustive, but they highlight a number of major tasks that the post-holder may be reasonably expected to undertake.

Additional Context

Every job description in the organization will be subject to a review either:

- On an annual basis at the time of the annual appraisal meetings, or
- As a result of a change in strategic direction, or
- As a result of a team/operational requirements, or
- As a result of agreed performance appraisal needs and objectives, or
- Within six months of appointment

Person specification – Network Services Administrator

Attributes	Essential	Desirable
Qualifications	• Sound educational background • High level IT skills	• English Higher or equivalent
Specialist Skills & Experience	• Experience of providing an excellent level of service over the phone, in writing, or in person • Data entry • Experience working as part of a team • Proficiency in MS Office systems, including word and excel	• Minute-taking experience • Experience of using databases such as Salesforce or Lamplight
Personal Qualities	• Good communicator – both verbally and in writing • Professional approach • Organisational skills • Attention to detail • Ability to work under pressure, meet deadlines and prioritise own workload • Flexibility and initiative • Ability to hold confidential information • Commitment to equal opportunities	