

National Office 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 **Thursday 12th 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: National Office 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.

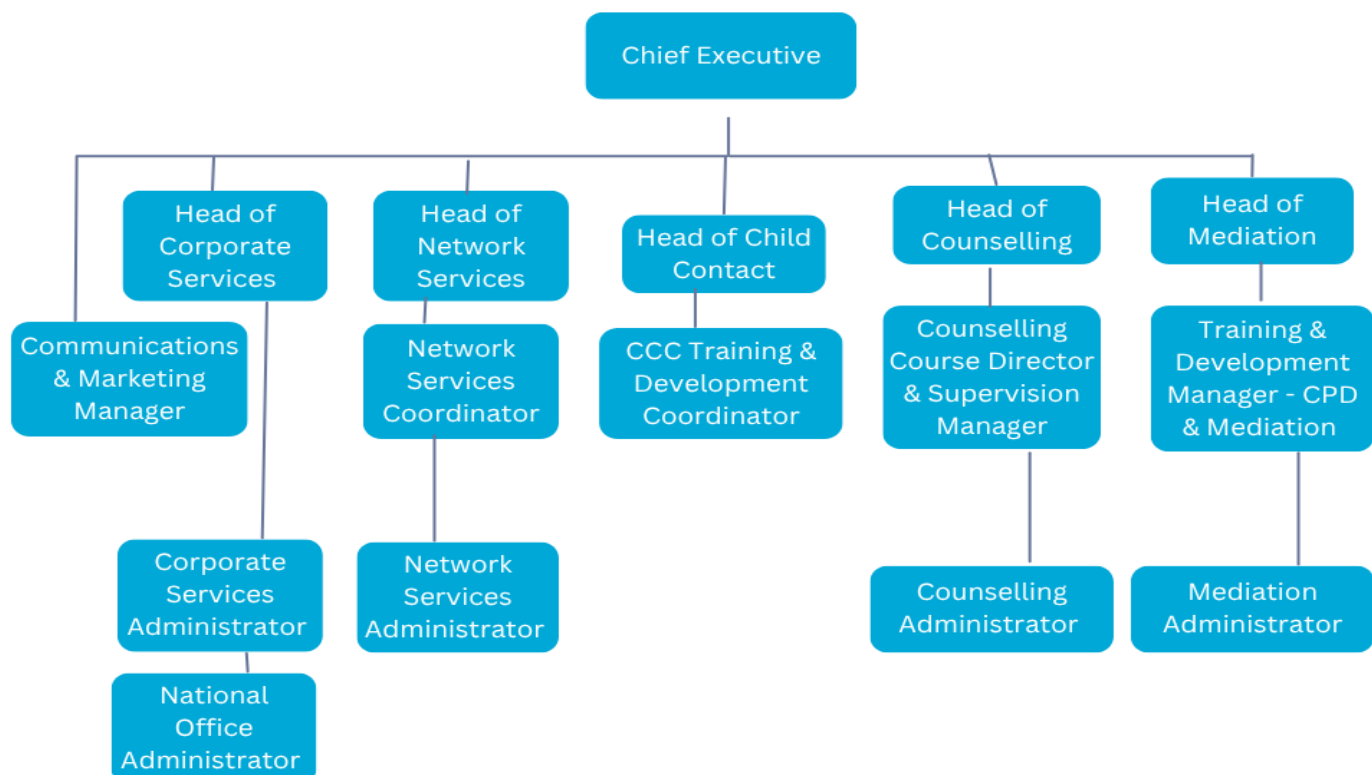
1. Job Details

- Job title: National Office Administrator
- Reports to: Head of Corporate Services

2. Overall Purpose of the job

- To provide effective administrative systems and support for Relationships Scotland, in particular in managing the national information phone line and managing admin services at the National Office.
- To provide administrative support to the Weave Partnership

3. Organisational Structure



4. Principal Accountabilities

- Providing general administrative support for activities relating to the Weave Partnership
- Taking the lead 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
- Ensuring calls to the national helpline, and enquiries via our website, are responded to and sign-posted appropriately
- Managing diaries for meeting room bookings and car park, ensuring requests for meeting rooms are responded to in a timely manner and that admin support for hosting meetings is available
- Providing support to our tenant organisations for any queries related to York Place
- Providing general office support, e.g. maintaining filing systems, organizing post etc
- Maintaining and updating the database of useful contacts for dealing with enquiries at the National Office
- Assisting other support staff to manage workloads during times of high activity
- Providing administrative support to the Child Contact Centre team (Head of Child Contact Centres & CCC Training & Development Officer)
- Servicing and taking minutes for the Child Contact Centre Committee
- Updating and maintaining CCC email and distribution lists
- Assisting with all elements of administration with relation to the CCC CPD training programme – processing bookings, collecting evaluation forms, room set up etc.

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 – National Office 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 • Experience working as part of a team • Proficiency in MS Office systems	• Minute-taking experience • Experience of using excel
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	