



Glasgow Council on Alcohol
2nd Floor, 14 North Claremont Street
Glasgow G3 7LE
0141 353 1800

JOB DESCRIPTION

Job Title: Administration Assistant

Location: Based within GCA Office in North Claremont Street

Salary: GCA Salary Grade 5 £22,932 - £23,551.30 per annum (pro rata)

Job Type: 2 Part-time posts – 16 hours per week & 26 hours per week – permanent

Role One

Monday 9am-4.30pm

Wednesday 3pm-9pm

Thursday 9am-1pm

16 hours

Role Two

Week One

Monday 9am-4.30pm

Tuesday 1pm-9pm

Wednesday 9am-2pm

Friday 10am-6pm

25.5 hours

Week Two

Tuesday 1pm-9pm

Wednesday 9am-2pm

Friday 10am-6pm

Saturday 8.30am-5pm

26.5 hours

We understand that many will have other commitments outside of work and so flexible working, part-time hours or job-sharing arrangements will be considered for the right candidate.



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About Us:

Glasgow Council on Alcohol (GCA) was founded in 1965 and is the oldest established Council on Alcohol in Scotland. GCA is a voluntary organisation working to reduce the harm caused by alcohol misuse through the provision of a range of high quality advice, information, counselling, support, prevention and education and training services.

Our mission is to provide evidence-based support to individuals, communities and government to improve health and wellbeing across Scotland.

The foundation of GCA is our supportive and inclusive culture for all who engage and work with us.

GCA deliver services over 6 days per week and throughout Glasgow, East Dunbartonshire and East Renfrewshire.

Key Responsibilities:

- Be responsible for ensuring the client database and appointment system is up to date and accurate
- Updating PHS DAISy system with client information
- Greeting clients and visitors to the office, making them refreshments and notify relevant member of staff of their arrival
- Answering the phone, putting callers through to the person they want to speak to, taking accurate messages and giving information
- To deal with all callers to the office, whether on the phone or in person, and with staff and volunteers, in a sensitive, courteous and appropriate manner
- Typing letters, emails and reports and processing mail including opening mail and delivering it to the appropriate staff members
- Keeping the reception area tidy and well organised
- Taking deliveries and signing for them
- Booking meeting rooms, and organising courier deliveries
- Filing (including digital) and photocopying
- Minute taking as required
- Participate fully as a member of GCA Team and contribute to its development
- Carry out any other duties as required by the business

Qualifications and Experience :

- SVQ 2 Administration or a qualification in Office Administration/IT is essential
- Office administration or reception experience
- Working with databases including data processing / entry

Skills and Competencies:

- Excellent written and verbal communication skills
- Time management skills
- Interpersonal skills - able to communicate well face to face and on the phone
- Able to follow instructions closely and accurately
- Strong analytical skills - well organised and methodical
- Working effectively within a team
- Able to deal with several matters at once
- Able to keep calm under pressure
- Professional attitude
- Self-directed / proactive

Why Join Us?

- Your work will contribute to make a real difference to people's lives.
- Competitive salary and benefits package:
 - Very generous annual leave entitlement: full time employees start with an annual leave entitlement of 37 days (inclusive of 12 bank holidays) which increases with length of service.
 - Duvet days where employees may take time off at short notice.
 - Death in service policy.
 - Cycle to work scheme where employees can save money on a new bike and spread the cost.
 - And much more!



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- Opportunities for continuous learning and career development.
- A supportive and inclusive work environment where your contributions are valued.

Application Process:

Interested candidates are invited to apply by completing the online application form which can be found here :

<https://glasgowcouncilonalcohol.livevacancies.co.uk/#/job/details/18>

If you require our application form in another format, please contact HR@glasgowcouncilonalcohol.org

The following is the timescale for the process :

- Closing date for applications : 5pm Wednesday 6th August 2025
- Shortlisting : Friday 8th August 2025
- Date of interviews : Wednesday 20th August 2025
- Start date : ASAP

Equal Opportunity Employer:

GCA is an Equal Opportunities Organisation. We are committed to treating all workers and job applicants fairly and equally, regardless of their sex, pregnancy and maternity, sexual orientation, religion or belief, marital / civil partnership status, age, race, disability or gender identity and expression or any other personal characteristic.



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