

Beira's Place
Edinburgh Women's Sexual Assault Support Centre

Support Service Administrator
JOB DESCRIPTION

TITLE:	Support Service Administrator
SALARY:	£29,291 plus 6% pension contribution
HOURS:	35 hours a week
LEAVE ENTITLEMENT:	30 days p/a + 10 days public holidays
RESPONSIBLE TO:	Chief Executive Officer

About Beira's Place

Beira's Place provides a support service to women and girls from aged 16 years who have experienced sexual violence at any time in their lives. Beira's Place is a single sex, women only environment, as defined by the Equality Act 2010

Responsibilities

The role of Support Service Administrator is key for ensuring the smooth running of the office and support service. You will carry out a range of general admin and support duties across the organisation, supporting our service with all our admin and IT needs. The Support Service Administrator will be responsible to the organisation's CEO for maintaining the working principles, objectives and policies of Beira's Place (EWSASC) including:

1. Maintaining effective administration procedures and office systems which support our work using a range of office software, including email, Word, spreadsheets and databases.
2. Supporting our incoming referrals, being the main point of contact for all enquiries (telephone, txt, email and online) and providing empathetic initial responses to service users, as required.
3. Setting up initial appointments and ongoing support sessions with our service users.
4. Liaising with and being a support to the Support Service Coordinator and all staff at Beira's Place.

5. Managing and recording petty cash.
6. Managing visitors, calendars, setting up and attending recurring team meetings.
7. Participate in regular support and supervision sessions with your line manager.
8. Participate in an ongoing programme of training, support and continuing personal development.

Duties:

1. Undertake general admin duties to support the running of Beira's Place, including welcoming service users as required.
2. Maintain a 'how to' manual to be used to help new staff familiarise themselves with systems and processes within the organisation. Assist with the induction of new staff.
3. Manage email inboxes and deal with admin and support enquiries via email, txt and phone.
4. Support colleagues, staff and Board Members with their IT and office needs and other related support needs, as required.
5. Process referrals from various external agencies and services and liaise with external agencies and relevant staff at Beira's Place.
6. Support the running of the organisation's database system, OASIS, as required.
7. Ensure the organisation is suitably stocked with stationery, water and other supplies.
8. Contribute to the co-ordination and organising of events, including Conferences, away days, training courses, meetings and community-based events.
9. Maintain a Buildings Manual and manage a programme of dates for building maintenance, security and repairs. Manage the weekly fire test to comply with the organisation's responsibilities under fire safety requirements. Ensure compliance with all Health and Safety requirements and ensuring associated documentation is kept up to date.

10. Liaise with and maintain good relationships with various external service providers.
11. Participate in ongoing training and support as provided by Beira's Place and take responsibility for ongoing continued personal development including accessing external support, where appropriate.
12. Participate in regular support and supervision sessions with your line manager.
13. Participate in regular team meetings, take Minutes and circulate.
14. Any other duties that are relevant to the post of Support Service Administrator as agreed with the CEO, Deputy CEO or Support Service Co-ordinator.