

## Job Description and Person Specification

<b>Post Title:</b>	Services Support Coordinator
<b>Hours:</b>	35 per week (full-time)
<b>Salary:</b>	£28,000-£30,000 depending on experience + 4% pension contribution
<b>Based:</b>	Remote homeworking
<b>Reports to:</b>	Family Support Service Lead

### Main Purpose of Post:

The post holder will be an integral part of the Charity, responsible for the day-to-day functionality of all general administration support duties for all our front-line service teams to ensure a high-quality service is provided to all those who contact us. You will be the primary liaison between members and service teams to ensure a timely response to enquiries and requests for support, efficient coordination of service activities and providing a high level of customer satisfaction. The role will also involve coordinating the administration support for our Family Support Service Team, ABC Team, Adult Services Team and website as well as responding to incoming enquiries via our digital phone system and email. You will deliver high levels of customer satisfaction both internally and externally and ensure the smooth running of the charity's frontline service teams. The role further involves the supervision of and delegation of work to a part time administration support assistant.

### Main Duties of Post:

1. To carry out reception duties including answering incoming telephone calls and emails.
2. To compile and distribute information for the service providers including assisting the Family Support Service (FSS) Team, ABC Team, Adult Services Team with planning and implementing online training courses, workshops, events, distributing information and various other administrative tasks as required.
3. To be the central point for incoming enquires and coordinating with external suppliers and relevant colleagues.
4. To carry out the administration of regular and upcoming events for FSS, ABC and Adult Services Teams including online event bookings and attendance.
5. To create and upload resources and information for website and edit and embed videos using Vimeo
6. To manage and process new member applications and create and maintain database records.
7. Collate and produce statistics & data reports for Service Leads
8. To supervise, support and delegate tasks to part-time administration support assistant.

## General

1. To undertake other reasonable duties, from time to time, in order to ensure efficient operation of the organisation.
2. To adhere to the organisation's policies and to carry out duties in accordance with current legislation such as Health and Safety, Data Protection etc
3. To attend weekly online staff meetings and in person staff gatherings throughout the year held at various locations around Scotland.

## Routine Communications:

Internal: All staff within Down's Syndrome Scotland, Board of Directors (Trustees), volunteers, branches.

External: Suppliers, Members, Donors, Members of the public.

## Demands of the Post:

The role requires working between the hours of 9am – 5pm Monday to Friday with occasional evenings and weekends as necessary in order to ensure fulfilment of duties.

**Please note:** This job description does not represent an exhaustive list of responsibilities and tasks, but indicates the main responsibilities required from an employee in the role. We reserve the right to require employees to perform other duties from time to time. In addition, we reserve the right to vary or amend the duties and responsibilities of the post holder at any time, according to the needs of the organisation.

## **Services Support Coordinator – Person Specification**

### **It is essential that the post holder can demonstrate:**

1. A high level of IT skills and knowledge of Microsoft packages including Word, Excel and PowerPoint, Microsoft Teams, as well as experience of uploading and creating website resources and event bookings.
2. Experience of using Vimeo and uploading and embedding video recordings
3. Competent with creating and maintaining database records.
4. A flexible approach with the ability to problem solve, make decisions and design new approaches and systems within the parameters of the role.
5. An ability to work remotely from home autonomously, accurately and to tight deadlines, prioritising between conflicting demands.
6. Strong organisational and time management skills.
7. High attention to detail and accuracy.
8. Excellent people skills, including interpersonal communication and the ability to deal with a wide range of people.
9. Ability to co-ordinate and execute projects and events.
10. Ability to develop effective information and retrieval systems, including some of a confidential nature.
11. Very good written skills, sufficient to prepare briefings, minutes, reports and correspondence.
12. Ability to work independently and as part of a team.

### **It is desirable that the post holder can demonstrate:**

1. Knowledge of the voluntary or charitable sector.
2. Experience of working with people with a learning disability.
3. Experience of managing a digital telephone system switchboard.
4. Experience of using video conferencing systems such as Zoom.
5. Experience of supervising other team members.