

### **Job Description**

<b>JOB TITLE:</b>	<b>Trainee Administrator</b>
<b>RESPONSIBLE TO:</b>	<b>Administration Manager</b>
<b>SALARY:</b>	<b>£22,932</b>
<b>HOURS:</b>	<b>35 hours per week (Mon to Fri: office based)</b>
<b>CONTRACT:</b>	<b>Fixed term contract – 24 months (Extension possible subject to funding)</b>
<b>HOLIDAY ENTITLEMENT:</b>	<b>25 days annual leave plus 10 public holidays pro rata</b>

A satisfactory Disclosure Scotland Level 2 check will be required for this position.

#### **Job Purpose:**

As part of the Administration team, the Administration Trainee will work to ensure efficient and effective administrative support to the whole organisation. The role requires the Administration Trainee to be present in the office, which is located in the Stockbridge area of Edinburgh.

This role is a Modern Apprenticeship which will include working towards a SVQ 3 Business and Administration SCQF level 5 or level 6.

#### **Main Duties:**

- General reception duties, including answering business line calls, welcoming visitors and drops in for our Duty/Crisis Service, and handling enquiries.
- Assist with the monitoring of general email inboxes; forwarding messages onto appropriate colleagues or replying using template emails and following established processes.
- Monitor and issue upon request; safety resources, e-vouchers, bus vouchers, foodbank vouchers etc. Ensure accurate recording of requests, monitoring of stock levels and requesting top up orders when required.
- Support the room and desk booking system for colleagues in the office using Outlook calendars.
- Assist colleagues with the smooth running of the offices with regards to IT and other office equipment such as copier and online phone system.
- Set up new contract mobile phones and sims for colleagues, ensure records of mobile contracts are accurate and deal with any faults or queries regarding these.

- Liaise with EWA's IT Support provider to have laptops set up for workers when required and to trouble shoot any laptop related problems for colleagues. Ensure records of laptops are accurate.
- Provide administration cover for EDDACS (Court Support team) when the EDDACS Administrator is on leave. Full training will be provided on these tasks. The purpose of EDDACS administration support is to ensure the quick communication and recording of incoming referrals to the EDDACS team on a daily basis. Other administrative support to the team, as required, will include inbox monitoring, answering calls and collating monthly MARAC Reports prepared by the team.
- Assist in the monitoring and restocking of office and facility consumables.
- Organise and neatly store donated toiletries and period products provided for service users.
- Support the Administration Manager with the planning of events for the organisation i.e. venue booking, invitations, attendee records, etc.
- Assist the Administration Manager with recruitment and HR administration tasks.
- Assist the Administration Manager with administration for fundraising activities including the Christmas appeal and issue of gift vouchers.
- Remain up to date and compliant with all organisational policies and procedures.
- Comply with data protection legislation, confidentiality and information sharing policy and procedures, and any other legislation connected to your work.
- Some out of hours work required on occasion i.e. an evening for the EWA AGM, or a Saturday for a staff development day.
- Carry out other duties as reasonably asked by the Administration Manager or Management Team.

**Please note- the above list is not exhaustive**

### **Essential Requirements**

- Excellent communication, both written and verbal, when dealing with colleagues, external agencies and service users.
- Good IT skills, particularly MS Office packages excel, word and outlook.
- Excellent attention to detail and accuracy in all work.
- Willingness and ability to learn to take minutes in meetings.
- Interest in developing an understanding of domestic abuse including the impact of domestic abuse on victims and their children.
- The ability to adhere to strict confidentiality and data protection requirements.
- The ability to learn to work autonomously, to prioritise and manage workload to deliver within tight timescales and deadlines.
- The ability to learn to collect, interpret data and produce reports.
- The ability to deal with stressful and difficult situations.

**Person Specification:**

- Be compassionate, empathetic and have the ability to work in a non-judgmental way.
- Act with integrity and respect towards colleagues, external agencies and service users.
- Be committed to equal opportunities and diversity issues in policy and practice.
- Ability to work as part of a small team and be a good team worker.
- Be resourceful and a good problem solver.
- Be optimistic about the possibility of personal growth and change.

**In addition to the SVQ EWA will provide training in:**

- Understanding the Dynamics of Domestic Abuse.
- Specific internal training relating to database systems, communication systems and email systems.
- Administrative training such as Minute Taking and Speedwriting as required by the candidate.
- Additional training depending on the evolving needs of the organisation and as required by the candidate to support their professional development.

Women only need apply under Schedule 9 (Part 1) of the Equality Act 2010

Edinburgh Women's Aid is an Equal Opportunities Employer and welcomes applications from all sections of the community.

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