



Murray's Initiative
2nd Floor, 14 North Claremont Street
Glasgow G3 7LE
0141 353 1800

JOB DESCRIPTION

Job Title: Administrative Assistant – Recovery Employability Service

Location: Based within Murray's Initiative's Head Office in North Claremont Street

Salary: Starting Salary £24,479 per annum (pro-rata)

Hours: Part-time - 16 hours per week – Fixed term until 31st July 2028

Ideal Working Pattern : Friday mornings essential with flexibility with the remaining working pattern .

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.

About Us:

Murray's Initiative (formally known as Glasgow Council on Alcohol) is an independent Scottish charity that works to reduce alcohol and drug-related harm at both individual and community levels. Established in 1965, Murray's Initiative adopts a long-term, trauma-informed and asset-based approach to changing the culture around substance use. Its services are built on a person-centred, harm-reduction model, supporting people whether their goal is to reduce consumption or achieve abstinence.

Murray's Initiative offers free, confidential counselling services for people concerned about their own or someone else's drinking. Murray's Initiative delivers a range of interventions including groupwork and employability support as well as a number of holistic and inclusive services, such as a women's service for survivors of gender-based violence, young person's peer education service, LGBTQ+ health and wellbeing support and tailored wellbeing programmes.

Murray's Initiative is also a recognised provider of professional development, offering a comprehensive training portfolio including education aimed at increasing awareness of alcohol use and promoting healthier lifestyles, COSCA Counselling Skills and a Diploma in Integrative Counselling and Psychotherapy.



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Murray's Initiative deliver services over 6 days per week and throughout Glasgow, East Dunbartonshire and East Renfrewshire, helping people make meaningful, positive change in their lives.

The foundation of Murray's Initiative is our supportive and inclusive culture for all who engage and work with us.

About the Role:

The Administrative Assistant will be based within the Recovery Employability Service and will report to the Service Manager – Employability.

The post holder will provide comprehensive administrative support to ensure the smooth and efficient operation of the service. Key responsibilities will include monitoring and managing service inboxes, processing and allocating referrals, carrying out contact and eligibility checks, maintaining accurate records and supporting the coordination of participant journeys through the service.

The role will involve the use of a range of organisational systems and databases, including Views and Hanlon, to record, update and retrieve information, support reporting requirements and ensure compliance with service procedures. The post holder will work closely with colleagues, participants and external partners, providing a professional and responsive point of contact and helping to ensure a high-quality service is delivered.

This post requires a Level 1 Disclosure.

Key Responsibilities of the Administrative Assistant:

The Administrative Assistant will:

- Manage and coordinate the administrative processes that support the Recovery Employability Service, ensuring efficient and accurate service delivery
- Monitor and manage service inboxes, responding to enquiries and allocating referrals appropriately to support timely participant engagement
- Maintain accurate records and data across organisational systems, including Views and Hanlon, ensuring information is up to date, compliant and supports reporting requirements



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- Undertake participant contact, eligibility and compliance checks, supporting effective progression through the service
- Support the administration of participant caseloads, including appointments, correspondence, documentation and record management
- Produce and maintain service documentation, reports and monitoring information to support operational and contractual requirements
- Act as a professional first point of contact for participants, partners and stakeholders, providing a responsive and customer-focused service
- Work collaboratively with the Employability Team to support service delivery, continuous improvement and achievement of service outcomes
- Contribute to maintaining effective administrative systems, processes and quality standards across the service
- Support the wider admin team on occasion, for example covering reception of the main office when required and answering phones
- Undertake any other duties reasonably required by the Service Manager – Employability

Qualifications and Experience:

- Good standard of education, including qualifications in Administration, Business Support, Customer Service or a related subject, would be beneficial, although equivalent relevant experience is equally valued
- Experience providing administrative support within a busy office, employability, health, social care, third sector or customer service environment, with the ability to manage competing priorities and maintain attention to detail
- Experience of managing emails, referrals, appointments, records or other administrative processes, demonstrating an organised and proactive approach to workload management
- Confidence using digital systems and databases to record, maintain and retrieve information, with experience of case management systems such as Views, Hanlon or similar platforms being advantageous
- Ability to produce accurate records, reports and correspondence while maintaining confidentiality and compliance with organisational procedures
- Experience communicating effectively with a range of individuals, including participants, colleagues and external stakeholders, providing a professional and customer-focused service



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- Experience supporting services that work with vulnerable individuals or people facing barriers to employment would be welcomed, alongside an understanding of the importance of professional boundaries and safeguarding responsibilities

Skills and Competencies:

- Strong organisational and time management skills, with the ability to manage multiple tasks, meet deadlines and adapt to changing priorities
- Excellent verbal and written communication skills, with the confidence to engage professionally and sensitively with a diverse range of people
- Demonstrable ability to work accurately and maintain high standards of record keeping, data management and administration
- Strong digital literacy, including the use of Microsoft Office applications and the ability to learn and effectively use new systems and technologies
- Ability to work collaboratively as part of a team while also taking ownership of individual responsibilities and working independently when required
- A proactive and solution-focused approach, identifying issues, suggesting improvements and contributing positively to service delivery
- Strong interpersonal skills, demonstrating empathy, professionalism and a commitment to providing an excellent participant and stakeholder experience.
- Commitment to equality, diversity and inclusion, treating all individuals with dignity, respect and fairness
- Ability to maintain confidentiality and handle sensitive information appropriately at all times

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.

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- Cycle to work scheme where employees can save money on a new bike and spread the cost.
- And much more!
- 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://murrays.livevacancies.co.uk/#/job/details/51>

If you require our application form in another format, please contact HR@murrays.scot

The following is the timescale for the process:

Closing date for applications:	Monday 27 th July 2026 at 5pm
Shortlisting:	Wednesday 29 th July 2026
Date of interviews:	Thursday 13 th and Friday 14 th of August 2026
Start date:	ASAP

Equal Opportunity Employer:

Murray's Initiative 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.

