



Administration Assistant

Summary of terms (n.b. full terms will be as per the written contract of employment)

- This position is funded until 31st March 2019 with possible extension subject to funding.
- Salary £10,238
- Normal place of work: Jubilee House, Forthside Way, Stirling, FK8 1QZ.
- Working pattern: 22.5 hours per week to be worked between the hours of 10:00-15:30 5 days a week
- Travel requirements beyond the working day: Very occasional
- On-call requirements: N/A

Closing Date

Monday 20th August 2018 at 12 Noon

Expected Interview Date

Monday 27th August 2018

Thank you for your interest in the post of Administration Assistant with Stirlingshire Voluntary Enterprise Ltd (SVE). The post holder will undertake administrative tasks in order to support the efficient and effective running of SVE's operations and activities.

The duties will include acting as a first point of contact, dealing with correspondence and phone calls, managing diaries and organising meetings, appointments, events and conferences, as well as taking the lead in managing various administrative tasks on behalf of the SVE team.

Who We Are

SVE is Stirling's Third Sector Interface (TSI); a membership organisation of locally based charities, social enterprises and volunteer-led community organisations. We aim to strengthen the third-sector and broker partnerships that deliver real change by connecting people, ideas and resources.

Our Vision

Stirling is thriving. All citizens have opportunities to connect with their community, and work together to deliver ideas that will improve lives.

Mission

Strengthen the third sector and broker partnerships that deliver real change by connecting people, ideas and resource

Overview of the post and information about the team

SVE is a charity which is governed by a Board of Trustees. It presently has a staff team of nine lead by the Chief Executive Officer.

TSI's exist to build empowered communities with a thriving third sector, which consists of community groups, voluntary organisations, charities and social enterprises.

SVE provides services, aimed to build third sector capacity, structured around the themes of third sector excellence and resilience, social innovation, volunteering, community development and third sector involvement in community planning and decision making.

Key responsibilities of the Administration Assistant

To provide administrative and facilities support to SVE through operation of efficient and effective administrative functions.

To assist SVE colleagues in supporting, promoting, and advocating the interests of the third sector locally.

Specific duties and activities

1. Ensure that work activities align with SVE's long term plan when prioritising, planning and delivering work
2. Ensure that all interactions with members and partners are supportive of SVE's overall relationship with its members, responding appropriately to any issues and notifying the relevant team member of any concerns raised.
3. Maintain cooperative relationships with member organisations, stakeholders and suppliers.
4. Follow agreed processes and procedures, discussing improvements with line manager where such changes would have an impact on other roles and implementing changes as agreed.
5. Maintain appropriate financial processes and records, and ensure that any expenses incurred in the course of carrying out this role's responsibilities remain within the limits agreed with the appropriate budget holder, following all finance procedures relating to invoice and expense payments.
6. Support SVE Volunteers, for example Volunteer Independent Examiners, to volunteer their time and expertise, by providing diary management, administrative support and acting as a liaison between them and third sector organisations.

7. Support the Third Sector Advocates of Community Planning and Health and Social Care Partnership, by providing diary management, administrative support for meetings, and acting as a liaison between them and other third sector organisations.
8. Maintain an efficient reception function and sufficient office resources, including supplies, facilities and equipment, to create an efficient and welcoming working environment at SVE.Co-ordinate assigned internal and external meetings and events, including booking venues, preparing and distributing papers, taking minutes and managing actions.
9. Provide administrative and diary support to SVE CEO and Board, ensuring that confidentiality and discretion is maintained at all times.
10. Monitor and evaluate health and safety compliance and alert manager to infractions.
11. Signpost volunteers to information on volunteer opportunities.
12. Maintain appropriate recording of personal and SVE activities in the MILO database, monitor these recordings in real time against set targets, and prepare reports from the database when necessary.
13. Identify and undertake all necessary duties and activities to deliver the role's responsibilities, alerting line manager to any barriers encountered and contribute to the successful resolution of any issues.

Shared responsibilities

14. Carry out other duties and activities as may reasonably be required in order to support colleagues in achieving shared goals.
15. Actively engage in individual and team professional development activities.
16. Carry out the responsibilities of this role in a resourceful, efficient manner.
17. Adhere to SVE policies and practices, and actively support and promote the SVE vision, mission and values.

Knowledge, skills and experience

You will be required to demonstrate that you meet the requirements below as part of the selection process.

Essential

- Good customer service skills (Dealing with external stakeholders and with colleagues)
- Professional written communication skills in a variety of media including letters and emails
- Good oral communication skills

- Effective time management skills (in order to meet deadlines)
- High attention to detail
- Strong organisational and planning skills and ability to prioritise competing demands.
- Knowledge and experience in Microsoft Outlook, Microsoft Word, Microsoft Excel, Office 365.
- Knowledge and understanding of the voluntary sector
- Knowledge and understanding of confidentiality
- Good numeracy skills
- The ability to work on own initiative as well as part of a team

Desirable

- Have achieved Standard Grade in English and Mathematics
- Experience and understanding of working for a charity
- Minute Taking (although training will be provided)
- Experience in diary management, meetings and hospitality
- Experience in using Social Media: Facebook, twitter, Snap Chat and Instagram
- Experience of using a website management system (to update customer information and upload photos, edit text)
- Flexibility – evening and weekend work may occasionally be required
- Experience of Microsoft Word additional functions e,g Mail Merge (training will be provided)
- Experience of financial management