

JOB DESCRIPTION

**Office Administrator
Glasgow
Victim Support Scotland**

Our mission at Victim Support Scotland is to ensure that those affected by crime receive high quality support that will help them to recover from their experiences. We want victims and witnesses to be at the heart of everything we do so they have improved health and well-being, feel safer, more secure and informed and that we are an effective organisation, that makes a lasting difference. We aim to do this by adhering to our own organisational values of being supportive, striving for excellence and offering personalised and accessible services and these are reflected in the behaviours expected of all staff and volunteers.

Job Purpose

You will provide dedicated administrative support to Victim Support Scotland including the Support for Families Bereaved by Crime (SFBC), National Office, IT, and wider VSS services

You will provide first point of contact assistance via the telephone, in person and via email and other digital methods.

Key Accountabilities

- To provide dedicated administrative support to Victim Support Scotland
- To provide administrative support to the Support for Families Bereaved by Crime (SFBC) team
- To support the creation and continuous development of processes, procedures and other documents for VSS including the SFBC service
- To manage the production of leaflets, posters and marketing materials
- To provide administrative support for internal and external meetings including the production of minutes
- To provide facilities management support; oversee office health and safety processes and procedures; organise repairs; be the contact for photocopier contracts; be responsible for the recycling contract, ensuring that pickups are prepared for
- To provide all aspects of reception facilities, answering all incoming calls and distributing them appropriately
- To produce, maintain and update records
- To liaise with the PA to the Chief Executive as required
- To oversee the work and performance of office and administration volunteers
- To prepare and collate information and reports
- To be responsible for ordering office supplies such as stationery, toiletries and kitchen essentials
- To be responsible for co-ordinating room bookings & catering as required for meetings and other events
- To be responsible for keeping communication directories up to date, including contact sheets, Yammer, Volunteer Hub and other as required
- To be a role model, showing energetic, determined and positive approach and conduct for all staff and volunteers

- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning
- Within your areas of responsibility, ensure compliance with all related policies (including GDPR) and procedures and provide additional cover as requested when necessary.
- To participate in effective support and performance management
- At all times role model the behaviours and values of VSS.
- To undertake any other general office and administrative duties required

Communication skills and representation of the organisation

Internal: ELT, CLT, Service Co-ordinator and local VSS Staff and volunteers

External: Victims & Witnesses of Crime, partners, stakeholders, other agencies & professionals

- Routinely using interpersonal skills
- Dealing with sensitive and contentious information
- Developing and maintaining local directories of information and contacts
- Meeting the needs of staff and volunteers

KEY REQUIREMENTS			
1.	Qualifications		
	Holder of appropriate qualification relevant to the role (e.g. Administrative Activities at SCQF level 4)	D	
2.	Skills / Abilities		
	Proven administration skills	E	
	Demonstrate experience of using digital approaches in your area of work	E	
	The ability to plan and organise a workload with shifting deadlines in order to meet specific targets, ensuring quality output	E	
	Proven skills in communication and working collaboratively; building professional relationships	E	
	Ability to use own initiative and to work both alone and as part of a team	E	
	Excellent verbal and written communications skills (including presentations)		
	Ability to manage and monitor budgets	D	
	Ability to think in innovative ways and skilled at problem solving	E	
	Ability to develop effective internal and external relationships	D	
	Proficient in using design software & tools	D	
	Attention to detail	E	
	First class communication and customer service skills	E	
3.	Experience		
	2 years' experience of working at administrative level	E	
	Experience of ensuring quality in service provision	D	
4.	Knowledge		
	Up to date knowledge of relevant software and technology	E	
	Good working knowledge of the charity/voluntary sector	D	
	Knowledge of VSS and the work that we do	D	
5.	Behaviours		
	Self-motivated with a "can-do" attitude	E	
	Willing to challenge stereotyping, prejudice, discrimination and bias	E	
	Ability to cope with change and competing demands	E	
	Honesty and integrity	E	

	Willing to be flexible in working hours and able to travel as required	E	
--	--	---	--