

Job Description - Administrator

Job Title: Administrator

Grade: G2

Reports To: Service manager

Overall Job Purpose

Based within Dundee team, to provide administrative support for the organisation and support project development to increase the efficiency of administrative systems and processes.

Key responsibilities

- Provide secretarial and administrative support for the organisation as required
- Support and co-ordinate administrative projects or other initiatives as directed
- Provide support for events/conferences
- Work within the Humanitarian Integration Service team to ensure all key organisational deadlines are met
- Assist in the compilation of statistics
- Deal with calls for managers and senior staff in their absence and in the absence of direct support staff
- Ensure all incoming calls are handled professionally and efficiently and any calls or messages are passed to the appropriate person
- Provide appropriate support to volunteers as required
- Ensure that all incoming and outgoing mail is dealt with efficiently and correctly
- Maintain diary of meetings to be held within the office and service these as required
- Attend service meetings and take minutes/action notes
- Manage petty cash for expenses and travel arrangements – ensuring that the financial reporting procedures are followed
- Source and process office supplies in line with financial procedures
- Provide a professional and welcoming service to clients and other visitors, ensuring that all visitors are logged in and directed to appropriate service

Other Duties

- Develop skills and undertake responsibilities which will fulfil the purpose of the role and support the success of the organisation
- Participate in and contribute to organisational/team meetings
- Provide reports for senior staff and management as required
- Ensure that work is carried out in accordance with Scottish Refugee Council's values, equality aims, policies and procedures
- Undertake any other appropriate duties as required

Person Specification - Administrator



Quality	Essential	Desirable
Education and Training	Standard/Higher grade, or equivalent qualifications, including English, or be able to demonstrate equivalent experience	HNC Business Administration or similar
Job experience and skills	<ul style="list-style-type: none"> • Experience in a busy office environment • Good communication skills • Excellent organisational skills • Excellent IT skills and experience of using Microsoft Office, including Word, Outlook, PowerPoint and Excel to an intermediate level • Excellent, administrative skills including the ability to identify administrative needs and develop and maintain appropriate systems to meet them • Excellent interpersonal and communication skills including diplomacy • Competent in taking minutes and action notes • Experience of reception work • Ability to prioritise workload and work to tight deadlines • Project administration experience 	<ul style="list-style-type: none"> • Experience of working in the voluntary sector • Experience in using Data systems
Personal Qualities	<ul style="list-style-type: none"> • Able to work well on own initiative and as part of a team • Confident when dealing with senior staff • Ability to recognise others' workload and offer appropriate assistance • Able to project a smart and professional image • Able to work out with normal hours and flexibly on an occasional basis as required • A commitment to the work of Scottish Refugee Council and to the principles of equal opportunities 	