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###### JOB DESCRIPTION

**Job Title:**  **Administration Assistant**

**Department/Office: Kirkton House, Livingston with travel across West Lothian**

**Reports to:** **Director of People and Strategy**

**Hrs 21 hrs per week over 5 days, hrs negotiable**

**Salary: £21,606 FTE (pro-rata)**

**Summary of main purpose of role:**

The Administration Assistant plays an important role in delivering an excellent experience to the customers, beneficiaries, trainees and stakeholders throughout the organisation. This is a committed role 21 hours per week, full of everyday challenges but that is one of the many things that make it so rewarding.

First and foremost, your role will be to provide a range of administrative duties to support HR & Health and Safety administration. Some office management and reception duties will be required in addition to supporting Larder services and events.

You will be a positive role model and engage with our trainees attending our courses in a friendly and professional manner. As a member of The Larder team you will be reliable, enthusiastic and capable of positive customer interaction and remain consistent with our company ethos and community focus. You will have great communication skills, a friendly and engaging personality and comfortable working with members of the public. Time keeping and reliability are essential requirements for this post.

This is an office based role, primarily at our Kirkton House Training and Skills Academy however some work within different Larder locations may be required.

The right person will be self-motivated, able to work on own or as part of a team, someone who shares The Larder values of transformation, compassion, honesty, collaboration and quality. If you this is you we want to hear from you.

Flexibility in job functions is essential, this outline is therefore not exhaustive and may be varied with other necessary duties that would be considered reasonable by the Director of Strategy and People.

**Key Tasks & Responsibilities**

**Office Support**

* Act as point of contact for all enquiries, ensuring a prompt, courteous and accurate response for all potential customers and ensuring confidentially is maintained at all times
* Answer general telephone line and route calls to the appropriate person
* Checking and processing messages from voicemail
* Open and distribute daily incoming mail.
* Provide administration support to other teams routed through the Director of Strategy and People.
* Co-ordinate office recycling effectively
* Keep office supplies well stocked, ensuring that all items are stored appropriately and the office areas/training suites appear in the best possible condition
* Assist with scheduling maintenance/repair tasks for premises and equipment fault reporting as required
* Create and maintain equipment lists
* Provide HR support to Director of Strategy and People and maintain HR files
* Provide admin support to Leadership team. Undertake general corporate and Health & Safety administrative duties as directed by the Director of People and Strategy
* File and scan documents including all invoices as is required
* Formatting of basic reports, letters etc.
* Scanning, filing, shredding and photocopying as required
* Liaise with IT support provider to attend to routine IT matters
* Compile evidence of social impact and record efficiently for annual report

**Managing Self**

* Time manage self and be able to balance conflicting demands and tight deadlines
* Work with the Director of People and Strategy to put in place a CPD plan. Take ownership of the CPD plan and ensure that it is implemented and regularly reviewed
* Work closely with colleagues to ensure full use of available skill sets

**Standard Responsibilities for all positions in The Larder**

* Participate in any staff review/performance management processes involving identifying and meeting of training needs for self
* Take appropriate responsibility to ensure the health and safety of self and others
* Pursue the achievement and integration of equal opportunities throughout all activities
* Undertake any other tasks and responsibilities appropriate to the level of this post.
* Comply with all Larder policies and procedures
* The Larder is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share and promote this commitment.

This role will involve working with children and young people. The successful applicant will therefore be required to apply for a disclosure. A disclosure is an impartial and confidential document that details an individual’s criminal record and where appropriate gives details of those who are banned from working with children.

**Person Specification**

|  | **Essential** | **Desirable** | **Method of assessment** |
| --- | --- | --- | --- |
| **Qualifications/ Training:** | |  |  |
| Possess a minimum of 3 qualifications at National 4 or equivalent |  | \* | CV |
| **Experience** | | |  |
| Experience working in a customer focused environment | \* |  | CV and Interview |
| Experience of basic Microsoft IT packages including, Outlook, Word, Excel and PowerPoint | \* |  | CV and Interview |
| Experience of other IT packages |  | \* | CV and Interview |
| Experience in communicating with a wide range of clients from our customers and trainees to external organisations, consultants, contractors and suppliers | \* |  | CV and Interview |
| Experience of HR support |  | \* | CV and interview |
| **Skills and Knowledge:** |  |  |  |
| Able to work within a team and on own initiative | \* |  | CV and Interview |
| Excellent organisational skills | \* |  | CV and Interview |
| Effective communication and listening skills | \* |  | CV and Interview |
| Self-motivated and proactive with the ability to use initiative and take responsibility | \* |  | CV and Interview |
| **Attributes / Other Requirements:** |  |  |  |
| Demonstrate enthusiasm, confidence and pride in personal abilities | \* |  | CV and Interview |
| Works for continuous improvement, is proactive and demonstrates perseverance | \* |  | CV and Interview |
| Own Transport |  | \* | CV and Interview |