# Job Description

**Role Title** Administrator

**Role Purpose** To provide high quality, efficient and effective administrative support across the whole of our organisation.

**Location:** Hybrid working within commutable distance from the Edinburgh office.

**Organisation** This post reports to the Finance and Operations Manager and works with colleagues across Scotland.

## Key working relationships out with the organisation

* Funders and partners
* Other agencies/contractors with whom Lead works

## Key work areas

### Data administration

* Accurately inputting, maintaining, and retrieving information across multiple digital sources ensuring compliance with regulations.
* SQA Centre administration and quality assurance compliance.
* Develop, implement, and maintain effective file structures and processes across digital platforms, supporting colleagues to use them.
* Maintain and update Lead Scotland’s website and other digital platforms.
* Contacting people who move on from our services to request feedback on their experiences and outcomes.

### Digital administration & development

* Develop, trial, and implement efficient and innovative ways of providing administrative services using technology, supporting colleagues with new systems introduced.
* Assist colleagues with any basic IT issues as and when they occur and work to find solutions.
* Involve staff, volunteers and people who use our services in the design of new ways of working.
* Support staff in setting up new digital equipment – including remotely.
* Assist with Cyber Essentials accreditation process.

### General Administration

* Procurement of stationery, publicity supplies, services, and materials, ensuring best value.
* Assist in organising face to face and remote local and national meetings and events, e.g., AGM (Annual General Meeting), national conference.
* Gather evidence for funding claims.
* Responsibility for dealing with and progressing enquiries to Lead.
* Take up references for new volunteers.
* Manage the enquiries mailbox.
* Managing virtual switchboard.
* To carry out such other duties as may reasonably be required.

## Person Specification

### Essential

* Excellent ICT, website & digital platform management skills.
* Be able to demonstrate knowledge, understanding and experience of using digital administration systems including Microsoft 365 applications.
* Excellent organisational skills.
* Ability to learn, reflect and improve.
* Ability to take the lead and use own initiative to develop and implement processes.
* Experience in supporting colleagues to overcome digital issues.
* Ability to identify efficient ways of working to improve productivity.
* Ability to manage concurrent, conflicting priorities and thrive under pressure.
* Ability to respond promptly and effectively to a varied and demanding workload.
* Excellent accuracy of data input and retrieval.
* Ability to provide administrative support to a range of stakeholders.
* Confident in communicating\* using varied methods, adapting to the individual stakeholder requirements.

### Desirable

* Experience of working in a small team supporting a national organisation.
* Experience of involving staff, volunteers, and service users in the process of designing new processes which serve people better.

\*In the context of this role, communicating involves:

* Written communication via email.
* Telephone conversations with colleagues, partners, and learners.
* Online communications using different platforms including Zoom and MS Teams, with colleagues, partners, and learners.
* In-person conversations with learners, colleagues, and partners.
* Occasional opportunities to present information to colleagues, learners, and partners using a medium that works for you, which could include flipcharts, Canva/PowerPoint/Slido etc, video, recorded spoken word, or spoken word/sign language as required.