



## **Job Description & Person Specification**

**Title:** Service Administrator & Co-ordinator

**Salary:** £19,958 FTE plus auto-enrolled compliant pension contributions subject to qualifying and uptake, mileage at 45p per mile

**Hours:** Part Time 28 hours per week

**Responsible to:** Regional Manager (Line Manager)

**Contract:** confirmed funding until 31<sup>st</sup> March 23, expected to 31<sup>st</sup> March 25

**Location:** based within the Galashiels Office, but travel throughout the local authority area may be required from time to time, with potential occasional visits to other Food Train branches.

**Background to post:** Food Train is expanding the services available to our members in the Scottish Borders area, with shopping, befriending, meal sharing and household support now available to help local older people to live independently at home: The Administrator post holder has a vital part to play in supporting the everyday delivery of all services and helping to ensure the long-term success of the services for local older people right across the Scottish Borders Council area.

### **Requirements**

- current UK (manual) driving licence and confident driver (you will be required to drive a delivery van from time to time)
- able to work flexible hours and location if required
- subject to a successful Protecting Vulnerable Groups Scheme record

### **Duties**

- work effectively alongside the local staff team to maintain all company administrative processes and pathways, co-ordinate branch service delivery and activities including volunteer rotas, delivery schedules and managing customer and volunteer databases
- assist with development of new processes as required and safe and secure handling of all local data
- assist with recruiting and supporting volunteers, paying volunteer expenses and arranging volunteer meetings and events
- reception, telephone, cash handling, banking, copying, filing and general office duties as required
- payment of invoices, collection of card payments using a virtual terminal, timely submission of direct debit payments
- financial data collection, monthly data input to Quickbooks, monthly finance reconciliation and checks, financial year end data collation
- assist with stock management of all general office supplies, equipment and uniform clothing, working and adhering to budgets

- shift between administrative and volunteer support roles as required for service delivery, which will include activities such as shopping, driving the van, delivering, escorting customers to group activities etc.
- support, assist and advise local branch-based volunteers
- assist regional branch fundraising, communications, stakeholder events, promotional and marketing work as required
- any other task necessary to the delivery of service

### **Person Specification ~ Essential**

- there are no formal education requirements for this post, however a proven track record of excellent administrative experience in a busy and varied office setting is required
- you must be able to manage your workload with shifting priorities and concurrent demands on your time
- previous experience of finance administration is essential, including cash handling, invoice processing, banking processes, financial data entry on computer, monthly finance reconciliation, monthly finance checks and year end data collection
- attention to detail and accuracy is required
- demonstrable knowledge and experience working across all Microsoft Applications, especially Excel spreadsheets, which are used daily
- ability to work to deadlines and within budgets where required
- you must be a motivated and enthusiastic individual, who can work creatively, responsively and flexibly delivering on positive outcomes for our members, volunteers and other stakeholders
- an excellent and talented communicator, you need to be a real 'people person' with a good sense of humour who can adapt to any situation and people from a wide cross section of society and professions.
- an excellent approach to problem solving is required. The post holder must be skilled at creative thinking, assessing, planning, prioritising and implementing to ensure continuous operations are maintained, sometimes in the face of adversity.
- ability to work comfortably both on your own initiative and within a team setting
- you must be flexible to support the Charity needs at this time
- you must have a passion for helping older people and have excellent team working skills

### **Person Specification ~ Desirable**

- working relationships are critical in this role. Previous experience liaising and supporting a diverse group of volunteers (including people with additional support needs) would be beneficial
- experience or understanding of the social care and support needs of older people living at home
- experience working in an organisation that delivers services to people
- PA experience to senior management staff and/or a Board of Directors
- experience of working in the voluntary sector and a good understanding of the local voluntary sector and stakeholders within the local community
- knowledge and understanding of local social care and support available
- previous experience of working with Accounts Software packages