

JOB TITLE: Operations Administrator

RESPONSIBLE TO: Support Services Team Leader

SUPERVISORY RESPONSIBILITY:

The post holder has no supervisory responsibility.

OVERALL PURPOSE OF THE POST:

- To provide an administration service to the Senior Manager Operations
- To assist in the collation of agreed information from service areas
- To assist with Sacro events

MAIN DUTIES AND RESPONSIBILITIES:

- To provide an administrative/secretarial service to the Senior Manager Operations.

To include:

- Receiving and making telephone calls on behalf of Senior Manager Operations
- Prioritising Senior Manager Operations incoming mail and drafting correspondence
- Confidential word processing
- Managing Senior Manager Operations diary and operating an effective “bring forward” system
- Ensuring the provision and maintenance of an efficient and effective filing system
- Arranging travel and accommodation
- Arranging meetings, setting up rooms, refreshments etc.
- Taking minutes of meetings and reviews as required
- Assist the Senior Manager Operations in the planning and timetabling of work plans for the area and the monitoring of performance against these
- Develop and implement appropriate management information systems and collate management information from Services
- To provide secretariat to the operations team by arranging meetings, preparing agenda, collating and distributing supporting papers, minute taking, taking action as appropriate.
- Assist Senior Manager Operations in liaison with external agencies, including attendance at meetings as required
- Assist in the obtaining and collation of information and publications as required by the Senior Manager Operations
- To receive visitors to the office and telephone enquiries from the public, media, service users and providers – dealing with these or passing on to colleagues as appropriate and assist with general office administration
- To provide lunchtime cover for reception and phone on a rota basis
- To provide holiday cover for other services as required

EDUCATION AND EXPERIENCE REQUIRED

A good general education is required, to Higher level. The post holder should also have relevant experience in an office environment and should have excellent typing/word processing skills and the ability to use database packages and spreadsheets. He/she should have excellent communication skills with people at all levels and the ability to handle information and work in an organised and efficient manner.

OTHER

Sacro is fully committed to the active promotion of equal opportunity in its capacity as an employer and in the provision of all its services both to those harmed by and those responsible for crime and to the community as a whole. It is the individual responsibility of every member of staff to seek to ensure the practical application of this policy.

All staff require to be committed to Sacro's aims and objectives and to the promotion of equality of opportunity.

All staff require to adhere to Sacro's Health and Safety Policy and to implement this in their working environment and practices.

Teamwork is a vital aspect of Sacro's work and post holders are also expected to take an active part in meetings, as required and, where possible, to cover for colleagues.

Some evening and weekend work may be required.

Outline of main terms and conditions of service

Salary: SCP 15 – 18 (currently £15,828 – £16,932 per annum) pro rata.

Leave entitlement: 25 days annual leave; 12 statutory days pro rata.

Hours of work: 17.5 hours per week. Office opening hours are Monday to Friday 9.00 am - 5.00 pm. A flexible working hours scheme is in operation. Some additional evening/weekend work may be required, for which time-off in lieu may be taken.

Condition: This post is subject to a satisfactory Enhanced Disclosure Scotland check.

Pension: Sacro employees are automatically entered into the Strathclyde Pension Fund subject to satisfying eligibility criteria. This is a contributory scheme and employees may opt out of the scheme within the first month of employment.

Work Base: Glasgow.

Notice: One month on either side, in writing.