

JOB TITLE: Support Services Administrator

RESPONSIBLE TO: Service Manager

SUPERVISORY RESPONSIBILITY: None.

MAIN PURPOSE OF THE JOB

To provide effective administrative and financial support across a number of service(s).

MAIN DUTIES

To be the first point of contact for people coming into the office, ensuring an effective Reception service is provided to callers and to answer telephone enquiries. To handle basic/general enquiries from callers and visitors to the office and over the phone, referring on with necessary information, to appropriate service staff.

Oversee and maintain all aspects of financial management of systems in line with organisational procedures.

To set up and ensure systems are maintained in the following areas:

- HR
- IT
- Office Management
- Health & Safety
- Staff Management
- Reception
- Admin Support
- Service Support

FINANCE:

Assist Service Manager(s)/Senior Manager Operations with the construction of budgets for new and existing services, ensuring accurate cost calculations.

To act as the identified contact for financial processing issues with specific responsibility for overseeing the use of financial software systems.

Ensuring that all financial returns (including bank reconciliations) are completed and income & expenditure is accurately recorded. Liaise with local authorities re expected funding payments.

Checking accuracy of I & Es and compiling variance reports for authorisation by Service Manager/Senior Manager Operations.

Ensuring compliance with finance management systems in accordance with Sacro policy and procedures, taking necessary remedial action as appropriate.

Complete year-end financial processes to enable Sacro to meet its auditing and fiscal requirements.

Where appropriate set-up rent recording systems to ensure that Sacro receives appropriate monies from Housing Benefit, Supporting People (rent system) and Dept of Work and Pensions and Service Users ensuring that appropriate action is taken to pursue outstanding monies.

HR TASKS:

Ensure that payroll related paperwork for all staff is completed and authorised within appropriate timescales for dispatch to National Office.

Ensure confidentiality of personnel files and their content.

To comply with statute and operational policy and procedures to ensure effective and safe recruitment of new staff and volunteers to Sacro.

Assist with the induction of new employees in accordance with Sacro Policy and Procedure.

Complete on-going driving licence & insurance checks.

IT TASKS:

Operate systems in compliance with Sacro policy and procedures in relation to all IT matters.

In the absence of the Line Manager, act as the identified contact for IT issues with specific responsibility for overseeing IT systems and problems.

Ensure effective systems are in place to facilitate compliance with Sacro policy and procedures in relation to all IT matters.

Create, maintain and manage databases and spreadsheets to provide appropriate information to management and funders, designing queries and reports as necessary.

Ensure information input to database is accurate and consistent.

OFFICE MANAGEMENT:

Oversee specific contractual and on-going maintenance arrangements to ensure an effective and safe working environment.

Assist staff in learning about general office practices including email, manual and electronic filing systems.

Ensure within budget and in conjunction with the Service Manager, that the office is adequately resourced in terms of furniture, equipment and stationery.

Ensure that there is an effective system in place to facilitate compliance with and review of building leases.

Ensure that office cleaning arrangements are in place and premises are cleaned to a satisfactory standard.

Assist the Service Manager in planning the administrative function of new or developing services.

HEALTH & SAFETY:

To assist the Service Manager in discharging duties in accordance with Sacro Health and Safety Policy and Procedure, seeking advice from Line Management/Human Resources as appropriate. This will include:

- Completion of local records of health and safety incidents ensuring Service Manager is informed and necessary remedial action is taken.
- Assist in the completion of risk assessments.

Assist the Service Manager to maintain the security systems within the office premises.

SERVICE SUPPORT:

Co-ordinate and participate as appropriate in the provision of support to services to include such items as filing systems, letter templates, information systems, publicity documentation.

Oversee, ensure and where appropriate, provide a secretarial support to all services.

Oversee, co-ordinate and ensure provision of administration and information for services, liaising with funders, volunteers and any other external agency as appropriate.

Compile office requisite orders prior to authorisation by Line Manager.

Assist in organisation of office events.

Follow mail management systems including date stamping of incoming mail, distribution, franking and posting outgoing mail on a daily basis.

EDUCATION AND EXPERIENCE

The post holder should be educated to at least SNC level or equivalent and have relevant experience at Administrator level. The post holder should be able to demonstrate a sound knowledge of Microsoft Office with specific experience of Word and Excel packages. Database knowledge would be an advantage.

OTHER

Sacro is totally committed to creating a culture in which diversity and equality of opportunity are promoted actively and in which unlawful discrimination is not tolerated. Sacro recognises the real organisational benefits of having a diverse community of staff and to this end, is working towards building and maintaining an environment which values diversity. It is the individual responsibility of every member of staff to maintain an environment which values diversity.

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 19–22 (currently £18,321 – £19,830 per annum)

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

Hours of work: 35 hours per week. Office opening hours are Monday to Friday 9.00 am - 5.00 pm. 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 Standard 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: Edinburgh.

Notice: 4 weeks on either side, in writing.