



**A LIFETIME OF
EQUALITY, RESPECT
AND LOVE
FOR CARE EXPERIENCED PEOPLE**

Who Cares? Scotland Job Specification

Post Title:	Admin Assistant
Salary range	£9.50 per hour
Hours of work	25 hours per week
Area	Scotland-wide
Base location	National Office, Glasgow (Home working in first instance until lockdown restrictions are lifted)
Reports to	Business Support & Communications Coordinator
Last update	April 2021
Start Date	24 th June 2021 (Duration 40 weeks)

Introduction

Who Cares? Scotland is Scotland's only national independent membership organisation for Care Experienced people. Our mission is to secure a lifetime of equality, respect, and love for Care Experienced people in Scotland and we currently have over 3000 members.

This post is funded through Community Jobs Scotland, therefore, to be eligible, you must be *Care Experienced, aged between 16 – 29 years old, and be unemployed at the time of application. *(The term "Care Experienced" refers to anyone who has been or is currently in care. This care may have been provided in many different settings, such as: Kinship care, looked after at home, residential care, foster care, secure care – living in a secure unit, and adoption)

Purpose of the post

The Admin Assistant will be responsible for performing a variety of administrative and reception tasks. The post holder will be a member of the Business Support and Communications team, which is the first point of contact for anyone who gets in touch with Who Cares? Scotland by phone, email or in person. The team is responsible for managing the organisation's resources, communications, events, and reception functions. If you want to support all different aspects of Who Cares? Scotland's work and are keen to develop your interpersonal skills and IT and office experience, this role is for you.

Main Duties and Responsibilities

Reception

- Be the first point of contact for anyone contacting the organisation by telephone, email or in person. Making people feel comfortable and included when approaching the organisation by any means.
- Manage all incoming and outgoing mail, ensuring that all staff receive appropriate documents and information on time.
- Manage the reception calendar including all internal and external meeting requests and office room bookings and ensure rooms are fit for purpose and that refreshments are provided when needed.
- Greet visitors and make them feel welcome and comfortable. Find out who they are here to see and inform that person they have arrived.
- Order office supplies and stationery for National Office and remote workers within set budgets.
- Organise taxi bookings and car hire bookings.

Other Administrative Tasks

- Write and send out birthday cards to all Who Cares? Scotland members.
- Help keep information on our membership database up to date and send out welcome packs to new Who Cares? Scotland members.
- Support with registration for events both in advance and on the day.
- Ensure the organisation is presented in a consistent and professional manner to visitors and stakeholders on the telephone, by email and by post.
- Support colleagues throughout the organisation with specific admin tasks.
- Provide additional support to the Business Support and Communications Coordinator as required.
- Be an ambassador for Who Cares? Scotland by upholding the staff code of conduct, adhering to policies and procedures, and promoting values at all times

Attitudes and values

Commitment to:

- Who Cares? Scotland's mission, aim and core values.
- Anti-discriminatory practice and equal opportunities.
- A style of working which is committed to supporting and empowering staff, with respect and confidentiality.

Working environment

The post holder will be based in in the Who Cares? Scotland National Office. This role may

be temporarily home-based while travel and work restrictions in response to COVID-19 are in effect.

Essential knowledge, skills and experience

To be eligible for this post, you must be Care Experienced, between the ages of 16 and 29 years old and not currently in education or employment.

You should bring a warm and friendly manner and a keen interest in working in a sociable, busy environment. You will be the first face that people entering into the Who Cares? Office will be met with, whether this is a Care Experienced young person, a staff member or another professional coming along to the organisation, so an ability to chat to different types of people is important. You should also be trustworthy and reliable, with a willingness to learn.

Essential

- Have a passion for ensuring Care Experienced people receive a lifetime of equality, respect, and love.
- Be compassionate, empathetic, and understanding of others, offering a safe, inclusive environment for anyone contacting the office.
- Demonstrate an interest in improving your IT and administration skills and working in an Admin Assistant role.
- Have a positive attitude to learn new skills.
- Be able to work as part of a team and on your own initiative.
- Be able to manage your time and workload effectively to meet deadlines.
- Be comfortable talking to a wide range of people and communicating by email.
- Be able to form positive relationships with young people and colleagues.

Desirable

- Have good IT skills and a working knowledge of Microsoft office.
- Have previous experience of working in an office environment.

Why apply for this post?

Candidates who join our friendly team will be well supported to learn new skills and develop their confidence, through a fully comprehensive induction and training package. The Business Support and Communications Team is at the heart of the organisation and will give you the widest possible exposure to everything Who Cares? Scotland does, an understanding of all the various functions and roles across the organisation and the people we work with. Previous post holders have gone on to work in the NHS and to further education. As well as continuous supervision from your line manager, our Lifelong Opportunities team will provide ongoing support both during your application process and after your appointment.