

EDINBURGH WOMEN'S AID

Job Description

Job Title:	Administrator
Hours:	21 Hours Per Week (Monday, Tuesday and Friday)
Salary:	£28,145 (pro-rata £16,887) SCP 21
Responsible To:	Administration Manager
Contract:	Permanent contract (subject to funding)
Holiday Entitlement:	26 days annual leave plus 10 public holidays pro rata
Location:	EWA Office, Stockbridge, Edinburgh

A satisfactory Disclosure Scotland Level 2 check will be required for this position.

Job Purpose

To work within Edinburgh Women's Aid (EWA) administration team, ensuring efficient and effective administrative support to the organisation. The role involves tight timescales and deadlines, and requires the ability to thrive in this environment and to prioritise and manage workload to ensure that these are met.

Main Duties

- Assist with general reception duties, including answering phones, welcoming visitors and handling enquiries, including email and mail.
- Monitor and issue upon request; safety resources, e-vouchers, bus vouchers, foodbank vouchers etc. Ensure accurate recording of requests, monitoring of stock levels and requesting top up orders when required.
- Provide cover for the EDDACS (Edinburgh Domestic Abuse Court Support) team Administrator when they are on leave.
- Support the smooth running of the offices with regards to IT and other office equipment such as copier, phone system, contract mobiles. Including the set-up of laptops and mobile phones for new workers.
- Support the planning of events for the organisation with venue booking, invitations, attendee records etc.
- Support the printing of stationery and promotional publications for the organisation.
- Provide minute taking at meetings.
- Organise and safely store donated toiletries and period products provided for service users. Monitor stock levels and liaise with donor organisations to request top ups.

- Carry out DSDAS Police checks to support the CEO with preparation in advance of weekly DSDAS meetings.
- Carry out MATAC Police checks to support the CEO with preparation in advance of monthly MATAC meetings.
- Support the Administration Manager and MARAC Administrator with MARAC Referral processing and other MARAC administrative tasks as required.
- Assist with HR administration tasks, including recruitment administration and onboarding tasks.
- Remain up to date and compliant with all organisational policies and procedures.
- Comply with data protection legislation, confidentiality and information sharing policy and procedures, and any other legislation connected to your work.
- Some out of hours work required on occasion i.e. an evening for the EWA AGM, or a Saturday for a staff development day.
- Carry out other duties as reasonably asked by the Administration Manager or Management Team.

Essential Requirements

- Excellent communication, both written and verbal, when dealing with colleagues, external agencies and service users.
- Ability to work autonomously to prioritise and manage workload to deliver within tight timescales and deadlines.
- The ability to multi-task, while maintaining complex schedules and managing administrative support.
- Excellent IT skills, particularly MS Office packages; excel, word, outlook and teams.
- Ability to take minutes.
- Have a good understanding of domestic abuse, including the impact of domestic abuse on victims and their children.
- The ability to adhere to strict confidentiality and data protection requirements.
- Respect and value the diversity of the community in which the EWA works in and recognise the needs and concerns of a diverse range of survivors ensuring the services are accessible to all.

Desirable Requirements

- Experience of working in the voluntary sector or in a similar role.
- Qualification in secretarial or administration or MS Office packages.
- Experience of training and events administration.

Experience

- A minimum of 2 years' experience working in an administration role.
- Administrating large meetings.
- Minute taking.
- Collating monitoring and evaluation information.
- Providing administrative support to a team.
- Working with databases.

Person Specification

- Be compassionate, empathetic and have the ability to work in a non-judgmental way.
- Act with integrity and respect towards colleagues, external agencies and service users.
- Be committed to equal opportunities and diversity issues in policy and practice.
- Excellent interpersonal, verbal and written communication skills.
- Ability to work as part of a small team and be a good team worker.
- Be resourceful and a good problem solver.
- Be optimistic about the possibility of personal growth and change.

Women only need apply under Schedule 9 (Part 1) of the Equality Act 2010

Edinburgh Women's Aid is an Equal Opportunities Employer and welcomes applications from all sections of the community.

Company No: SC237521

Registered Charity No: SC028301