Administration Assistant
Draft Job Description and Person Specification

Overview

We are appointing a core team of non-civil servants to provide vital support and carry out key functions within this new organisation.

This role will support the work of the Commission and will work closely with administrative, business, policy and operational support colleagues across the Commission, to support their work and work of the CEO and the Commissioners. This will require delivery of a range of general administrative support tasks including finance administration. The role will be varied and will suit someone who enjoys working across teams. The role will suit someone with customer service experience as you will be required to engage regularly with external contacts including contractors and members of the public.

This role provides a unique opportunity to join a small team and to work on establishing a high profile body in what will be a highly political landscape.

The Commission is located at Longman House in Inverness.

The Role

Joining and supporting a team of corporate support staff the role of Administrative Assistant reports directly to the Office Manager.

Specifically:

- Act as the first point of contact for the commission by answering incoming calls, dealing with general enquiries via telephone and email, ensuring calls and emails are answered and/or directed to the appropriate individual.
- Supporting colleagues to ensure the effective organisation of meetings, events, travel, and accommodation for staff and commissioners. This includes arranging hire cars, assisting with meeting room set up’s and arranging catering for meetings.
- Assist with the raising of purchase orders and other finance administration such as matching delivery notes and invoices to purchase orders etc.
- Collate and input financial data into excel spread sheets accurately and in a timely manner.
- Assist in the creation of letters and other documents using Excel, Power point, Word and Acrobat.
- Scan and file documents electronically.
- Deal with incoming and outgoing mail (including the use of a franking machine).
- Contribute in maintaining a tidy and organised office.
Additional duties will be driven by changing business demand. The post holder will be expected to work as part of the wider team and collectively pull together to answer team phones and cover, supporting other administrative duties as these occur.

**Training**

All relevant training will be provided.

**Person specification**

**Competencies and experience required**

**Self-Awareness**
Work with minimum supervision and remain motivated to perform to a high standard. Expected to take personal responsibility for own work and take pride in the quality of work produced. Excellent communication skills, keeping a regular flow of information within the team. Expected to plan, organise and prioritise workload to meet agreed deadlines. Must demonstrate a flexible and positive attitude.

**Team Work**
Strong interpersonal skills with the ability to establish and maintain good working relationships with colleagues and external contacts, adopting a professional approach with others at all times. As a team player, willing to assist and support other team members as required.

**Information Management / Communications and Engagement**
Ability to develop and build a close working relationship with the staff of the Commission to anticipate their requirements and needs. You will be able to communicate and build good relationships with a wide variety of internal and external stakeholders in support of the work of the Commission. Excellent IT skills, including experience of Microsoft Office applications, are important. You will be required to develop skills in the use of internal systems for which training will be provided.

**Essential criteria**

1. Excellent customer service and interpersonal skills including experience of dealing with a range of customer enquiries, communicating in a professional, clear and concise way ensuring that a high standard of customer service is provided.
2. Good communication skills, having confidence to communicate in a professional clear and concise way with a varied range of people and in producing written records that are accurate, clear and concise.
3. Good administration and organisational skills with the ability to prioritise workloads to achieve targets.
4. Capability to work flexibly, with good team working skills and the ability to build and maintain relationships with colleagues to ensure individual and team objectives are achieved.
5. Effective working knowledge of IT systems including Excel, Outlook, Microsoft Word, Power point and electronic file management systems.

Desirable criteria

1. Experience of inputting financial data with good attention to detail.
2. Experience of working in a flexible environment, either in a new or recently established team or a team going through significant change.
3. Previous experience of dealing with external enquiries and members of the public.