

Post title: **Administrator (Part Time – 22 hours per week)**

Reporting to: Allocated Contract Manager

Location: Fair Start Scotland, Glasgow

Salary: £11,084.09 p.a

Purpose: To support the effective delivery of services to clients and the efficient and effective operation of centres.

To provide the highest level of customer service to clients and external partners.

**Main Responsibilities:**

To ensure the effective administration of allocated projects in accordance with the applicable contract, project specification and end to end procedures.

To implement financial procedures.

To provide administrative support to project staff and managers across their range of duties in allocated projects.

To undertake centre-based duties as required for the smooth operation of projects.

To produce statistical reports from databases as required by Contract and other Managers.

To fully participate in the implementation of quality assurance measures.

To participate in reviews of administrative procedures and working practices with a view to ensuring their continual improvement.

To participate in and provide administrative support to project team meetings, including minute taking.

To adhere to company and group policies and procedures, with particular reference to the Health and Safety of colleagues, clients and the working environment, and data protection.

To work with partners, colleagues and clients in a way that reflects organisational values of equality and inclusion and high standards of professional conduct.

To participate in quarterly meetings of the administrative team to share good practice.

To maintain the highest levels of customer service to clients and volunteers, colleagues and external partners.

To be responsible for actively pursuing personal development and continuous improvement in skills and competences.

To undertake any other duties as appropriate to the post.

Post holders will be expected to be able to evidence:

Experience of working effectively in an administrative role or evidence of the capability to do so

A good understanding of Momentum Scotland and the services we deliver in the Borders

Experience of overseeing administration of petty cash in line with financial procedures

Good understanding of relevant databases and ability to generate statistical reports

High level communication skills – written and verbal – and strong professional working relationships

Good understanding of customer service within the context of Momentum's service delivery