Job Title: **Receptionist / Administrator**

Responsible to: **Head of Finance**

Salary: **£20,155- £23,357 per annum**

Hours: **Full-time (35 hours per week)**

Location: **2 Queen’s Crescent, Glasgow, G4 9BW**

Contract: **Fixed term until 31st March 2025**

# Job description

Based at Visibility Scotland’s head office in Glasgow, the Administrator has a key role in ensuring the smooth running of our busy office, including planning and preparation for groups, courses or events.

The role involves daily multi-tasking and requires good experience with the Microsoft Office suite of applications, including Word, Outlook, SharePoint, Teams and Excel. Previous experience in using CRM systems (especially CiviCRM) would be beneficial; however, full training will be provided.

The Administrator will enter and extract information from CiviCRM, our cloud-based database application for casework. Previous database experience is highly desirable, as the Administrator will use CiviCRM to book service users onto events, update case activities, collate and enter service user feedback, generate data extracts for physical and digital mailings, etc.

The Administrator will act as the first point of contact for our services. They will answer phone calls, monitor and respond to enquiries to various mailboxes, and greet service users and visitors to our premises.

There is also a key role in assisting the Head of Finance with building tasks and H&S. This could involve arranging for repairs or improvement work to be carried out or assisting with fire evacuation/testing drills.

## What kind of person are we looking for?

Experience in providing administrative support in a busy office environment is essential.

This role requires someone with a high degree of confidence, who can take ownership of the role and effectively forward plan. **It is not enough to simply focus on the day-to-day.** The successful candidate will plan for the week ahead, ensuring that they are fully aware of what is coming up and what needs to be put in place prior to any groups, events or meetings.

You should be a self-starter. Ideally, we want someone who takes ownership of their own development; someone who enjoys making links and building their knowledge by asking the right questions at the right time.

As the first point of contact for the organisation, we need someone who takes pride in offering a warm, positive first impression of our services. A confident, ‘can do’ manner is essential. We are a small team, but we are geographically distributed. Therefore, the Administrator should be skilled at building and nurturing positive working relationships with colleagues whom they may only interact with virtually.

As a visual impairment charity, it is imperative that we recruit someone who wants to contribute to ensuring that our services continue to meet the needs of the visually impaired community.

### Specific Duties:

#### Groups, events and meetings:

* Checking the calendar for the week ahead to ensure timely preparation ahead of any groups, events or meetings.
* Preparation of room to ensure the correct layout, IT equipment, and any catering (if requested) is present for arrival.
* Advising external groups/meetings of fire procedure and exit/rendezvous points.
* Where directed by a Visibility Scotland staff member, updating the attendee status on CiviCRM after the event (i.e., attended, cancelled, did not show, etc.)

**IT**

* Monitor and respond to mailbox enquiries.
* Updating service user records on CiviCRM.
* Querying and extraction of data from CiviCRM for mailings or other purposes as directed.
* Using MS Word for mail merges and general letters.
* Use of SharePoint to upload and access organisational information.

#### Reception:

* Act as the first point of contact for the organisation and its services.
* Greeting and directing service users and visitors to the appropriate person or room. This will include sighted guiding (training will be provided).
* Answering telephone calls, assisting the callers, and directing the caller to the appropriate staff member.
* Ensuring the reception area is kept presentable and clear of any hazards.

#### H&S/building:

* Assist with health and safety procedures as instructed by the Head of Finance and/or Chief Executive.
* Arrange for repairs or maintenance work, as directed by the Head of Finance.
* Flag up any H&S issues to the Head of Finance or another member of the Senior Management Team (SMT).

#### General Administration:

* Recording and distributing mail.
* Providing administration support to Visibility Scotland services including arranging appointments; updating calendars and rotas; booking venues; organising catering.

#### Office/Service Supplies:

* Placing or compiling orders, purchasing stationery and other office/service items; meeting resources and refreshments; and office cleaning products and toiletries.

#### Other duties:

* Become familiar with Visibility Scotland services and referral pathway.
* Establish productive team working relationships with colleagues.
* Make effective use of training opportunities made available through Visibility Scotland and other organisations.
* Work within the policies of Visibility Scotland
* Other relevant duties as directed by line manager.

**Person specification**

### Experience and Knowledge

#### Essential

Experience in providing administrative support in a busy office.

Confident user of Microsoft Word, Outlook, Excel and SharePoint.

Previous database or CRM experience.

#### Desirable

Experience in supporting people with visual impairment.

Experience in providing a welcoming and high-quality reception service.

Management of multiple mailboxes.

### Communication skills

#### Essential

A high degree of written and verbal communication.

The ability to communicate well with a wide range of people.

Experience in supporting a team, especially one that is geographically separated and includes hybrid workers.

**Desirable**

An awareness and understanding of inclusive communication and how to put this into practice.

### Other Abilities and Skills

#### Desirable

Previous experience with Microsoft Teams and Zoom.

Experience in sighted guiding (note: training will be provided by Visibility Scotland).

### Personal Qualities

#### Essential

A self-starter who takes ownership of the role and their development.

Skilled at multi-tasking and prioritising competing priorities.

A self-motivated problem solver.

A planner who looks ahead and does not solely focus on the day-to-day.

Empathetic and non-judgemental.

Enthusiasm and a sense of humour.

**Additional information**

* Annual leave entitlement: 25 days annual leave and 12 days public holidays.
* Pension: Visibility Scotland employees are automatically entered into The Pensions Trust pension scheme which is a contributory scheme after 3 months in post.
* References: This appointment is subject to satisfactory references.
* PVG/Disclosure: This post is subject to a standard disclosure under the Police Act 1997 (Part V).
* Probationary procedures: This post is subject to a 6-month probationary period.
* Equal Opportunities: Visibility Scotland is committed to Equal Opportunities and values a diverse workforce. We welcome applications from all candidates whatever their age, race, nationality, religion, gender, marital status, sexual orientation, or disability.
* Application process: Please complete the application form and equal opportunities form and send both to [paul.hanlon@visibilityscotland.org.uk](mailto:paul.hanlon@visibilityscotland.org.uk) or post them to Visibility Scotland, 2 Queen’s Crescent, Glasgow, G4 9BW**. The closing date is Friday 15 December at noon.**
* **Interviews are scheduled for Wednesday, 20 December, at our head office: 2 Queen’s Crescent, Glasgow, G4 9BW.**

# End of Document

Visibility Scotland is the trading name of GWSSB (formerly Glasgow and West of Scotland Society for the Blind). GWSSB is a company registered in Scotland, limited by guarantee with its registered office at 2 Queen’s Crescent, Glasgow, being a recognised Scottish Charity. Registered number SC116522. Scottish Charity Number SC009738.