**JOB DESCRIPTION – EXECUTIVE OFFICE ADMINISTRATOR**

Scottish Veterans Residences (SVR) is a Registered Scottish Charity (SC012739) established in 1910 in reaction to the sight of veterans sleeping rough on the streets of Edinburgh. SVR provides high quality, supported accommodation for veterans who are homeless or in need.

We house ex-service men and women of all ages in residences in Edinburgh, Dundee and Glasgow. SVR is a charitable housing association and a Registered Social Landlord. We are regulated by the Scottish Housing Regulator, the Care Inspectorate and the Office of the Scottish Charity Regulator.

1. **Job Details**

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| **Job Title** | Office Administrator | **Line Manager** | Head of External Relations |
| **Hours** | 37.5 hours per week | **Salary** | £22000- 24,500 pa  |
| **Place of Work** | 53 Canongate, Edinburgh, EH8 8BS |

1. **Job Purpose**

The postholder will be responsible for the professional operation of the day-to-day administration for the Head Office of the Charity.

The postholder will be expected to ensure effective working relationships with colleagues and external agencies and contribute to the maintenance and development of the Charity’s Mission, Vision, and Values of dignity and respect for all.

1. **Main Responsibilities**

* To ensure the professional operation and the day-to-day administration of Head Office is carried out to a high standard and meets the needs of the Charity .
* To undertake administrative work as directed by the Head Office team (Chief Executive, Property Services Manager, Head of External Relations).

1. **Principal Accountabilities**
* To be the first point of contact by telephone and by person to all visitors and staff to head office.
* To process and dispatch all incoming and outgoing mail and monitor incoming email via corporate address.
* To be conversant with all current office equipment in use and ensure that it is in good working order and maintain the Head Office Reception area in a safe and presentable state.
* To maintain and update the office filing system (paper and electronic) and ensure all documents are filed correctly in accordance with the Data Protection Act 2018 and ensure confidentiality is adhered to at all times.
* To take financial responsibility in recording, counting and banking monies etc.
* To undertake tasks as directed by the Chief Executive
* To assist the Dep CEO/Property Services Manager with coordinating arrangements between contractors and the sites/tenants for carrying out repairs/maintenance from appointments through to assisting with the processing of invoices.
* To assist the Dep CEO/Property Services Manager in sending correspondence to residents/tenants relating to landlord/resident/tenant responsibilities.
* To assist the Head of External Relations in maintaining the contact database, mass mailings and other aspects of the fundraising function.
* Support the organisation in its regulatory obligation to respond to Freedom Of Information (FOI) Requests.
* To Act as a System Admin for several enabling platforms within the organisation.
* Add and maintain branded content on SVR’s Intranet and Microsoft Teams platform
* To assist the Head of External Relations with preparation for events.
* Arrange and take minutes for the Senior Management Team and other meetings as directed.
* To correspond with Services Associations/Regiments relating to residents’ Christmas monetary gifts and distributing as directed by residents’ Association/Regiment.
* Carry out any other duties as directed by the Head of External Relations and members of The Executive.
1. **Person Specification – Knowledge, Skills and Experience Needed**

The essential qualifications and characteristics that will be required of the person undertaking the role are:

* Digitally orientated and proficient in systems management including Microsoft Office products (Microsoft 365 preferred)
* Excellent verbal and written communication skills
* Be able to work as an effective and full member of the team
* Commitment to working within SVR’s Equal Opportunities and Diversity Policy
* Flexibility and willingness to adapt to changing priorities

The desirable elements are:

* A knowledge of HM Forces or military connections.
* A relevant qualification in business and/or administration
* Knowledge of database administration
1. **Other Relevant Information**
* The post holder has no line management responsibilities.
* The post holder will be managed by the Head of External Relations and work closely with all members of the head office team and other senior managers.