Scottish Cot Death Trust

Post: Office Administrator

Salary: £18,000 (pro rata)

Hours: 21 hours/week. Ideally covering Monday- Friday. There is some flexibility over the days the hours are covered.

1. Job Identification

   Job Title: Office Administrator

   Job grade: NJC Payscale Scale 4, Points 19 to 22

2. Job purpose

   To coordinate the Trust’s day to day operations from the main office. To support the Executive Director proactively by providing support with routine administration. To lead on coordinating the production of the regular supporter’s newsletter, updating the website and proactively using social media channels. To assist the National Coordinator with delegated responsibilities for the Next Infant Support Programme.

3. Organisational Position

   Reports to the Executive Director - see organisation chart

Organisation background

The Scottish Cot Death Trust was founded in 1985 and has three main aims:
   To fund research into the cause(s) and prevention of cot death
   To improve and extend support for bereaved families
   To educate the public and health care professionals about cot death and ways of reducing the risks

The Trust is the only charity in Scotland working to eradicate Cot Death and support the families suffering this tragedy.

The Scottish Cot Death Trust is governed by a Board of Trustees comprising representatives from a range of professions including medicine, law, nursing and business as well as bereaved parents.

An Executive Committee is responsible for implementation of the Board’s policies and also advises it on specific issues.

The Trust’s Scientific Advisory Committee reviews all research grant applications and makes recommendations to the Board on which should be funded. It also acts as a source of expert opinion on all medical and scientific issues.

Over the last 29 years the Trust has funded well over £3,000,000 of research into the possible causes of Cot Death in a wide variety of fields including physiology, pathology, epidemiology, biochemistry, microbiology, virology and genetics.
4. Main Duties and Responsibilities

Office Routines

- To provide excellent telephone service as first point of contact with the Trust
- To ensure team diary and wall chart of upcoming activities is maintained
- To manage systems for incoming/outgoing correspondence
- To expedite repairs and maintenance of office equipment as well as ensure adequate supplies of office consumables
- Maintain relationships with those responsible for site services at Yorkhill Hospital and medical supplies for the maintenance of apnoea monitors.
- Act as key contact for any office-based volunteers and assign and supervise their specific tasks

Board/ Executive/Scientific Committee

- To provide practical support for meetings – room bookings, IT kit, refreshments etc
- To provide secretarial support as required.

Executive Director

- To provide PA support as requested including diary management, general secretarial support and any specific projects as requested.

Systems

- Liaise with the National Coordinator to maintain regular contact with Crown Office and other agencies for the efficient recording of referrals to the Trust
- Develop with the Executive Director and coordinate a monthly return which outlines, at a glance, the nature and extent of services provided. (This will involve a strong working knowledge of Raiser’s Edge)

Communication

- Working with the Executive Director to draw up a schedule for production of the regular newsletter and coordinate this from copy being submitted to externally printing and distribution.
- Take the lead for maintaining the content and news on the website, developing twitter and looking after the general Facebook page and Facebook groups.
- Working with the team, take the lead in coordinating the practical production of Trust literature.

Family support

- Provide support to the community support services workers by obtaining relevant details sometimes as first point of contact and ensuring information passed on in a timely and efficient way
- Provide support by the practical linking up for the befriending/counselling service as requested
- Maintain and update client records on Raiser’s Edge
National SUDI Coordinator

- Liaise with the National Coordinator to ensure appropriate supply and servicing of apnoea monitors in accordance with the Next Infant Support Programme and general trust policy
- Work with the National Coordinator to ensure appropriate response to request for education – liaising with key volunteers and providing information packs as requested

Fundraiser

- Support the Community Fundraiser with practical administration for key projects eg Afternoon Tea, Welly Waddle, Christmas mailing
- Be able to support Finance Officer with routine administration.

5. Staff Benefits

Annual Leave

28 days paid leave per annum, in addition to 9 statutory and national public holidays (pro rata)

Pension

The Scottish Cot Death Trust will contribute 8% into a Personal Pension of your choice upon completion of a six months’ probationary period.
Person Specification

Experience/Skills

Essential

- Minimum 2 years’ experience of busy office environment involving varied workload and multiple priorities
- Excellent interpersonal skills and an ability to communicate with people at all levels
- Handling sensitive phone calls, acting as first point of contact for people in distress
- Able to work on own initiative and aware of when need to ask for support
- Experience of accurate record keeping in accordance with best practice in data protection

Desirable

- Experience of working in charity sector as part of a small team
- Experience in area of bereavement
- Experience in producing written communication, website content management and social media, in particular Facebook and Twitter
- Experience of working with Raiser’s Edge software.

Knowledge/education

- Up to date knowledge and proficiency in computer packages and electronic filing systems
- Educated to Higher/HNC or equivalent with good grasp of written and verbal communication