# Job Description

## Support Services Administrator

**Location:**

John McIntyre Building, University Avenue, Glasgow G12 8QQ

**Salary:**

Grade 4, Point 11–18 (£23,881 – £27,644)

Appointment at level based on skills and experience**.**

**Hours:**

35 hours per week

**Pension:**

Eligible to join the SRC NEST Pension Scheme (8% of salary contributed by the SRC)

**Annual Leave:**

29 days per annum (4 days reserved for the Christmas and New Year period)

## Purpose of the Post

To support the effectiveness of the SRC by providing consistent and proactive administrative assistance to staff and elected officers.

## Key Responsibilities

### Clubs and Societies

* Share responsibility for maintaining Clubs and Societies records and providing regular activity monitoring reports to the Deputy Chief Executive and relevant officers.
* Provide advice and support to office bearers and members of Clubs and Societies, including contributing to and developing relevant training programmes.
* Prepare papers for fortnightly Clubs & Societies Committee meetings, share via OneDrive, and action meeting outcomes.
* Support clubs in adding events to the website and setting up ticketing.
* Delegate administrative tasks related to Clubs & Societies to Welcome Point staff, in coordination with the Senior Finance & Clubs Coordinator.
* Deliver induction and website training sessions for Clubs & Societies and report any feedback or questions.

### Volunteering and Workshops

* Provide administrative support for the Volunteering Service as required.
* Prepare training boxes for Wellbeing Workshops and process attendance data.
* Support Class Representative Training by scheduling sessions, updating attendance records, and completing associated administrative tasks.
* Assist in verifying volunteer award and certificate eligibility and prepare certificates for distribution.

### Reception and Frontline Services

* Support telephone and in-person enquiries at reception.
* Manage shared mailboxes and calendars for events, room bookings, stall bookings, and minibus bookings.
* Provide support for photocopying and binding services.

### Miscellaneous

* Maintain and update assigned sections of the SRC website.
* Carry out other duties as required by the Deputy Chief Executive or Senior Finance & Clubs Coordinator.
* Uphold the values of the organisation as set out in the SRC Constitution and Strategic Plan.
* Be available to work occasional evenings or weekends as needed.

## Accountability

Responsible on a day-to-day basis to the Senior Finance & Clubs Coordinator

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| **Attributes** | **Essential** | **Desirable** |
|  Knowledge, Skills and Experience    |  * Ability to work on your own and as part of a team

 * Highly computer literate, preferably with a strong working knowledge of Microsoft Office, in particular Outlook, Word and Excel

* Good communication skills with the ability to build and maintain effective working relationships

 * Experience in a support services role

    |  One year’s experience of in a similar role.  |
| Qualifications    | * The ability to demonstrate appropriate skills and knowledge
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| Motivation and Outlook  | * Approachable, Personable

 * Motivated, Confident and Flexible

 * Team Player
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