

Administrative Officer – Footcare Fife

Job Description and Person Specification

Post Title: Administrative Officer – Footcare Fife
35 hours per week, fixed term funded initially to September 2019

Salary: £17,000 per annum, with 7% non-contributory pension

Reporting to: Head of Health and Care

Main Purpose of Post

Predominantly provide high quality, accurate administrative support to the Footcare Fife Project including maintaining and updating the appointment database, liaise with venues, volunteers and customers and, after personal footcare training, provide backup cover where and whenever necessary.

Main Duties

1. Maintain and manage the Footcare Fife database system, ensuring that it is accurate and up to date including dealing with enquiries, managing waiting lists and cancellations, liaising with and scheduling venues and volunteers appropriately;
2. Support the development of a plan to grow the Footcare Fife project both geographically and by volume;
3. Assist the Project Co-ordinator in developing community resources and creating collaborative working partnerships;
4. Liaise with, and help maintain, positive relationships with NHS partners and other stakeholders;
5. Handle receipt of cash from clinics with appropriate and accurate documentation for finance;
6. Support inventory management and stock ordering;
7. Act as point of contact and administrative support for our Footcare Fife volunteers;
8. Provide backup cover for unplanned volunteer absences as required – providing personal footcare on an occasional basis;
9. To provide some administrative support for other projects;
10. To support other staff when required in relation to specific activities such as event management;
11. Consistently gather and report data required for FVA's quantitative and qualitative monitoring and evaluation systems;
12. To take personal responsibility for contributing to high quality standards in customer relations, service delivery, project management and communications.

This job description does not represent an exhaustive list of responsibilities and tasks but indicates the main responsibilities required from employees in the role. The organisation reserves the right to require employees to perform other duties from time to time.

The organisation also reserves the right to vary or amend the duties and responsibilities of the post-holder at any time according to the needs of the organisation's business.

There is a requirement to work evenings and weekends as necessary in order to ensure appropriate fulfilment of duties.

Person Specification

Essential requirements:

- Strong listening and communication skills
- Ability to deal confidently and tactfully with people at all levels
- Good telephone manner with the ability to build rapport quickly over the phone
- Demonstrable organisational skills
- The capacity to manage a diverse workload and prioritise effectively to meet deadlines
- Able to work independently and proactively with a minimum of supervision
- IT literacy, highly competent with e-mails, good level of competence with Microsoft Word and Excel, and accurate data entry skills
- A sensitive and professional approach towards volunteers, service users and colleagues mindful of confidentiality and discriminatory practice
- Driving licence and access to a car
- Willingness to undertake personal footcare training and appropriate follow-up training.

Desirable requirements:

- Previous practical experience of working in an office administration role
- Knowledge of working with volunteers and with older people
- Entering data into database systems
- Experience of working within the third sector.