

Job description

Role: *Office Co-ordinator*

Team: **Business Support Team**

Reports to: **Office Manager**

Job Purpose

To provide a professional and comprehensive administrative support service to the Corporate Services Director and provide a front of house and facilities service to SFT to support the smooth running of the office.

Location

Based in Edinburgh with occasional travel to attend training and conferences.

Dimensions

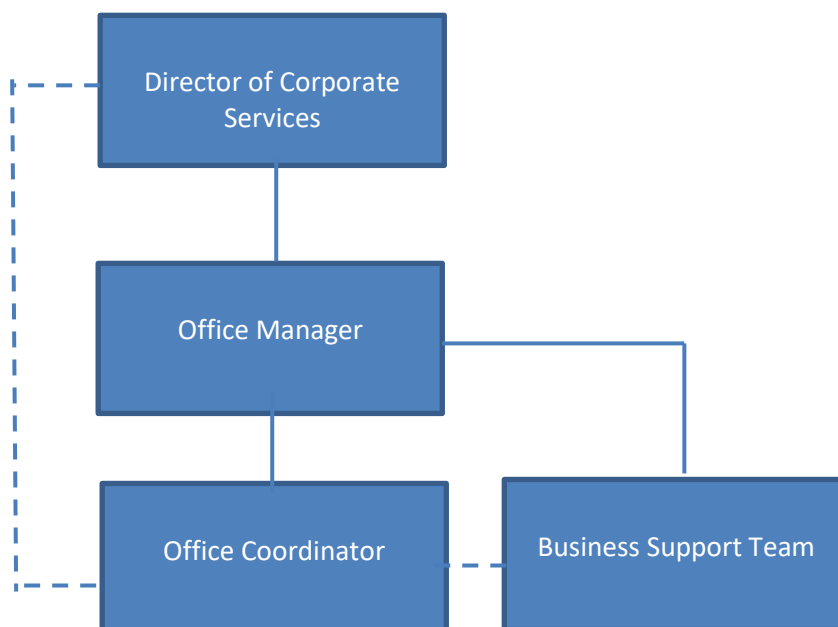
No staff responsibility. No budget responsibility.

Principal Accountabilities

- Provide comprehensive administrative support to the Director of Corporate Services;
- Maintain SFT's front of house ensuring meeting rooms are equipped appropriately with all necessary resources, and are maintained regularly being set up and cleared for external meetings in a timely manner;
- Ensure all visitors to SFTs offices are greeted in a warm and professional manner, catering for all needs thus creating a favourable impression of the organisation at all times;
- As part of the Business Support Function within SFT, provide support to team members when required during busy periods within the office and periods of absence.
- Organise day-to-day office works requirements ensuring maintenance and office facilities are dealt with in a timely manner to ensure the office remains fit for purpose. i.e. re-lamping, emergency light tests, L8 tests, Zip filter replacement & adhoc repairs;
- Collate monthly statistics for sustainability for business travel, recycling, waste and pro-actively promote the benefits of recycling across the office;
- Manage the storage, retrieval, review and destruction of offsite archive documentation;
- Manage the distribution and return of office key fobs;
- Assist the Office Manager with the monthly review of the mobile phone billing, identifying refunds to SFT, trends or areas where further education for staff could improve the usage and cost effectiveness of the contract;

- Manage SFT's contacts database with 1/4ly review and update of top line contacts across all local and NHS authorities
- Pro-actively order and maintain office supplies including stationery provisions, and refreshment supplies to ensure the office runs smoothly, consider cost-effectiveness and sustainability at all times.
- Manage all incoming calls in a professional and friendly manner, ensure calls are transferred to appropriate staff and all messages are recorded and communicated on a timely basis and
- Maintain, promote and develop SFTs Document version management guidance, and template materials to ensure standardisation within the business support function of SFT.

Organisational Chart



Contextual Information

The role holder will be required to provide a professional front-of-house service, comprehensive administrative support to the Corporate Services Director and a much-valued support to the Business Support team and Office Manager. Sound judgement, a pro-active approach to problem solving and a professional manner are essential.

Effective interpersonal skills are an important requirement as the role holder will be the first point of contact for SFT both face-to-face and over the phone.

Knowledge/Skills & Experience

- Demonstrable proactive experience in an administrative or similar role in a busy environment supporting a number of staff;
- Very strong interpersonal and communication skills with high levels of integrity and confidentiality;
- Experience of successfully working with senior professional staff;
- Tact, judgement and discretion in handling internal and external contacts is essential;
- Experienced in working with spreadsheets and databases and comfortable working with figures;
- Outstanding attention to detail and deadlines;
- Well-developed organisation and planning skills with the ability to multi-task;
- Ability to filter information and assess priorities;
- Expert level in the use of Microsoft Outlook, (complex diary management), Word 2013, Excel and PowerPoint;
- Confident in the management and formatting of large complex documents, tracking changes, version compilations;
- The ability to research travel requirements, external venues and the booking of accommodation is essential;
- Public sector experience and experience of a small office environment is desirable.

Competencies

- Drive for Results
- Decision Making & Judgement
- Focus on Quality
- Impact & Influencing
- Working with Others