

SHETLAND ARTS

Job Profile

Role	Admin Officer
Department	Support
Competency Level	Supervisor / Officer
Rate	£28,263 - £33,478
Reports to	Support Manager
Responsible for	None
Key Relationships	Leadership Team Departmental Managers Chief Executive All staff Volunteers Suppliers Customers

Principle Aim

To work under the supervision of the Support Manager to deliver a professional administrative and support service to the staff and volunteers at Shetland Arts. To be responsible for day-to-day reception, clerical and administrative duties

What you will do:

The following gives an indication of the duties that the post may involve. The exact nature of these duties will change over time and the post holder will be expected to work flexibly and carry out any work that is reasonably required.

1	To administer all the office services functions within Shetland Arts in an efficient and effective manner, including: mail, reception and general enquiries, typing, photocopying, diary management, taking minutes, preparing agendas and coordinating the compiling of reports to committees and board.
2	To develop and maintain effective administrative systems and procedures to ensure the smooth running of Shetland Arts.
3	To provide a PA support to the Leadership Team, including handling correspondence, telephone calls, appointments etc and other tasks as required.
4	To support the Shetland Arts board including agenda and paper management and minute taking.
5	To maintain records relating to personnel matters within Shetland Arts, including travel, holiday records, absences and training plans.
6	To undertake the necessary record keeping, systems and procedures related to payroll as required, assisting with the issuing of contracts of employment and maintaining records of service. To compile personnel related statistics and assist in any recruitment process as required.
7	To update and maintain various filing systems and ensuring the effective retrieval of information, from both computerised and manual systems.
8	To create various documents using computer packages, such as memos, letters, reports, contracts ensuring that all correspondence is presented in Shetland Arts standard format.
9	To maintain incoming and outgoing mail logs, to organise delivery of incoming and outgoing mail.
10	To operate the generic organisational e-mail inboxes ensuring that all e-mails are forwarded to the relevant member of staff and actioned.
11	To be responsible for the arrangement of travel for staff and artists ensuring best value.
12	To be responsible for office stock as directed.
13	Support an organisational culture of learning and continuous improvement by leading by example through your own personal and professional development
14	To undertake such other responsibilities as shall be assigned from time to time by the leadership team or Chief Executive.

Competencies	
Leadership & Management	- You set clear expectations for your team and/or colleagues - You delegate tasks appropriately - You give constructive praise and feedback on performance and conduct
Communication	- You ask questions of your team and/or colleagues to ensure understanding - You provide information accurately and in plenty of time to support delivery - You actively seek input from colleagues and/or team to improve delivery
Customer Focus	- You use customer and/or client feedback to inform and influence organisational improvement - You look ahead and anticipate the needs of your customers and/or clients - In the moment you can balance the need of your customers and/or clients with needs of Shetland Arts
Planning & Organising	- You look ahead over the short term and make appropriate plans for yourself and others to achieve goals - You adapt and modify plans as required by the situation - You consult broadly to ensure you have the best plan
Team Working	- You understand the impact of your decisions on your team and/or colleagues and communicate them effectively - You advocate for your team and/or colleagues to ensure they have what they need - You encourage your team and/or colleagues to work collaboratively
Organisational Awareness	- You understand how your role contributes to the wider organisation - You look for and action cost savings in your area of work - You make decisions based on relevant information and facts

Person Specification

	Essential	Desirable
Personal features and qualities	Capacity to work under pressure in a calm friendly manner Ability to apply standards consistently Flexible, adaptable and responsive Self-motivated and able to work on own initiative Passion for high levels of Customer care Willingness to work flexible or unsociable hours as and when required Operating with integrity and confidentiality	
Relevant experience	Knowledge of the operation of computer systems, such as word, databases and excel Understanding of stock procedures and stock control.	Knowledge of administrative systems. HR or personnel experience in a supporting role
Education	Educated to standard grade credit level (which must include English and Maths)	Educated to SVQ level II (or equivalent) in business administration or similar.
Skills, abilities and knowledge	Skilled in general office and secretarial procedures Good communication skills An accurate worker	

Other	A proven commitment to accessibility and diversity	
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