

Job Location:	CHSS Head Office, Rosebery House, 9 Haymarket Terrace, Edinburgh EH12 5EZ
Responsible to:	Office & Facilities Manager
Responsible for:	None

1. Introduction to Chest Heart & Stroke Scotland

NO LIFE HALF LIVED

Everyone has the right to live life to the full. After a diagnosis of a chest or heart condition or a stroke, many people experience fear and isolation and struggle with the impact on their lives. Chest Heart & Stroke Scotland won't stand for that. The care and support we deliver every day ensures everyone can live the life they want to.



Our Vision: welcome to a Scotland where people with our conditions can live their lives well. Full lives, with the right support, at the right time and in the right place. A place where you can shape your future and live the life you want to lead.

Our Mission: welcome to a community where people can support each other, secure the expert help they need and collectively advocate for the care that matters to them. Welcome to the charity that never underestimates the power of a cup of tea, a conversation started, a recovery begun.



No Life Half Lived means we need to listen to people with our conditions and deliver well for them. We have identified four goals to get us there.

We will place our focus on **addressing the unmet needs** of people with our conditions - social, emotional, and physical - across all Scotland's communities.

We will be **led by our people:** people with lived experience of our conditions, their families & carers, friends, colleagues and healthcare professionals.

We will secure the **funding required to deliver via a diverse income portfolio that is consistent with our values** and ethical approach.

We will be **effective and accountable** in all that we do.

We have developed six values to guide us in delivering against our goals:

Agile: we will be able to adapt to the needs of our people and the environment we work in.

Innovative: we will look for improvement in what we currently do and be creative in developing new services.

Inclusive: we will adopt a human rights based approach to our work and ensure we are accessible.

Accountable: we will take ownership for our work and hold decision makers to their responsibilities.

Collective: we can only achieve our goals by working together and learning from each other.

Courageous: we will say what needs to be said and do what needs to be done to meet our goals.



2. Job Purpose

The main purpose of the post of Office Administration Assistant is to deliver professional reception services, provide administration support and help to co-ordinate office facilities.

3. Key Challenges

Undertaking a diverse and at times conflicting workload, ensuring that high standards are met at all times.

4. Key Responsibilities

Reception Services

- Receiving and directing all incoming calls quickly and professionally.
- Greeting visitors in a polite and professional manner, ensuring the visitor book is signed and visitor passes are issued.
- Carrying out general reception duties including dealing with enquiries, providing mail services including franking and arranging couriers, co-ordinating parking spaces and organising meeting rooms.
- Ordering office supplies, ensuring stock levels are maintained.
- Sales of retail stock in accordance with guidance and banking takings in accordance with local office procedures.

Administration Support

- Ensuring records are kept up to date and in accordance with data management requirements.
- General administration duties including word processing, photocopying and archiving of documentation.

- Assisting with the organisation of training courses and conferences, including preparation of delegate packs and arranging equipment and other resources.
- Processing orders for health information resources within timescales set, keeping records up to date and maintaining stock levels.
- Providing support at meetings, including meeting arrangements, preparation of agenda and papers, and acting as minute taker as required.

Office Facilities

- Assist with health and safety within the office, including fire evacuations and facilities management duties, such as arranging uplift of confidential waste and recycling for the office.

General

- Undertake other duties as directed by the Assistant Office & Facilities Manager.
- Participate in CHSS departmental meetings and attend training sessions as required.
- Comply fully with CHSS Policies and Procedures.
- Participate in the CHSS appraisal and support & development process.

5. Dimensions

Budget responsibility: [none or budget responsibility]

Contacts: **(Internal)**

All staff and Volunteers – all departments

(External)

Trustees and Committee members

Researchers

Solicitors

Suppliers

NHS & other partners

The above job description is not exhaustive and is clarified to include broad duties inherent in the post. Evaluation and development of this post may, in time, indicate a need to revise duties herein.

Person Specification

	Essential	Desirable
Education and Knowledge	5 Standard Grade passes (including English) or equivalent	Business Administration qualification
Previous Experience	<p>Previous experience in a customer contact/reception role</p> <p>Experience of planning and organising a diverse workload</p>	Experience of conference / event administration and organisation
Skills Aptitudes Abilities	<p>Professional telephone manner</p> <p>Excellent IT skills (Microsoft Word, Excel, Access and Outlook)</p> <p>Strong inter-personal and communication skills</p> <p>Excellent organisational skills and attention to detail</p> <p>Ability to work as part of a team and use own initiative</p>	Minute taking skills
Disposition	<p>Commitment to ethos of the voluntary sector</p> <p>Commitment to equal opportunities</p> <p>Willingness to work flexibly</p>	

Summary of Terms and Conditions of Employment

Term:	Permanent
Salary:	Grade 6(i), Scale Points 10-15, £16,627 – £18,443 per annum <i>New appointments are normally placed at the base of the salary scale unless there are exceptional circumstances.</i>
Hours of work:	32.5 hours per week (CHSS full-time) 9.00 a.m. – 4.30 p.m. Monday to Friday
Review of Work:	The postholder is subject to the CHSS objective setting, supervision and appraisal process.
Annual Leave:	CHSS leave year runs from 1st April to 31st March. Employees are entitled to 36 days annual leave in their first year of service (including public holidays). An employee will be awarded one extra day's annual leave for each complete year of service up to a maximum of 42 days (including public holidays). These allowances are pro-rated for part time employees and further pro-rated for those who join or leave CHSS during the leave year.
Pension scheme:	<p>CHSS offers a Group Personal Pension Plan, which has been established with Aviva. The Plan is a money purchase arrangement. You can choose at what rate you wish to contribute (subject to a minimum age related contribution) and how to invest your own contributions and those made by CHSS. The emerging fund at the point that you wish to take the benefits is then used to purchase a pension that is paid for the rest of your life.</p> <p>Employee's and Employer's Contributions are paid on the portion of the employee's salary which is above the National Insurance contributions threshold (the Lower Earnings Limit). Employees who meet the relevant criteria are "automatically enrolled" in the scheme.</p> <p>There are also schemes which provide death-in-service benefit and permanent health insurance.</p>
Equal Opportunities:	CHSS is committed to equality of opportunity and to no discrimination on the grounds of race, religion or belief, age, sex, marital or civil partnership status, disability, sexual orientation, transgender status, pregnancy or maternity.