

Job Description

Title	Admin Assistant
Line Manager	Administrator
Line Manages	No line management.
Reference	LTU045
Salary	£9.90 per hour
Location	Calman Cancer Support Centre, 75 Shelley Road, Gartnavel Complex, Glasgow G12 0ZE
Contract	Fixed: 26 weeks
Hours	30 hours per week,
Annual Leave	35 days annual leave (pro-rata)

About Cancer Support Scotland:

For forty years, Cancer Support Scotland have helped people **live well with cancer**. Our purpose has always been to help people cope with what cancer means to them, in a way that works for them.

We are here for anyone affected by cancer, whether they are a person with cancer, a carer or loved one. Our wellbeing services range from professional one-to-one counselling, complementary therapies, stress management and podiatry, to simply offering a tranquil place to collect your thoughts with a cup of tea.

Our staff are based from home and within the Calman Centre in Glasgow and our volunteers cover Scotland.

Requirements for this role:

This vacancy is only available through No One Left Behind LTU programme. All applicants **MUST** be resident in Glasgow, aged 25 years plus and 12 months or more out of work and not in education or training and who would, without significant investment, struggle to secure/sustain employment and experiencing additional barriers to securing employment e.g. carer, BAME, disability etc.

The Post:

The purpose of this role is to deliver an administration support to Cancer Support Scotland. This role will solely focus on data entry within our customer service tool-SalesForce and providing high quality customer service to those accessing the building.

Cancer Support Scotland places a strong value on supporting people and taking a non-judgemental approach to our work. We therefore expect our staff to provide a fantastic experience for our volunteers and those using our service based on respect.

Key Responsibilities

Administration

- To upload data onto our customer relationship tool – Salesforce and cross match this to ensure correct information
- Creating or amend appointments through the online diary management tool and supporting all Volunteers and Staff members in this process.
- Provide administrative support to the staff team.
- To handle enquires via telephone or face to face
- To provide a high level of customer service to those attending the Calman Centre
- To support the postal distribution of fundraising resources
- To support the administration of fundraising events

General Responsibilities

- To ensure records within database (SalesForce) are kept up to date and consistent
- To liaise with relevant staff and outside agencies as required
- To attend internal and external meetings as required
- To operate within the policies and procedures set out by the organisation
- Any other duties that are required and relevant to this role
- To support the Cancer Support Scotland shop by processing orders.

Personal Specification

	Essential (E) / Desirable (D)	Assessment Method
Qualifications	<ul style="list-style-type: none"> • Good level of English and IT skills (E) 	<ul style="list-style-type: none"> • Application
Experience	<ul style="list-style-type: none"> • Experience of able to manage competing priorities in a calm manner (E) • Experience of being people focused on providing a high quality of care (E) • Experience of competently using: Microsoft Office 365: Email, Word, Share-point. • Experience of using Customer Relationship Tools such as Salesforce (D) • Experience of working effectively in a team and leading on own initiative (E) • Experience of managing a small shop (D) 	<ul style="list-style-type: none"> • Application • Interview
Skills	<ul style="list-style-type: none"> • Excellent organisations skills, including ability to manage multiple tasks and projects (E) • Excellent written and communication skills (E) • Ability to work on own initiative and to meet deadlines (E) • Ability to problem solve and find creative solutions (D) • Attention to detail and to seek the highest standards (E) 	<ul style="list-style-type: none"> • Application • Interview

Competency

Competency	
Collaborating	Ability to adapt

Non-Judgemental	Achieving Excellence
-----------------	----------------------



How to apply

You can apply by completing the application form and returning to recruitment@cancersupportscotland.org or posting to Calman Centre, 75 Shelley Road, Glasgow, G12 0ZE. Applications must be received by 14th September, 12noon.

The successful applicant will be expected to start on the 3rd October 2022.