



## Job Description - Service Administrator

### Purpose of the Post

The post of Service Administrator is an integral part of the staff of the Services, providing administrative and clerical support.

### Line Manager

Line manager is Service Manager (or specify post of manager).

### Main Duties and Responsibilities

- 1 **Administrative tasks** - Process correspondence and other administrative tasks such as photocopy, file and maintain records, compile statistics and databases for the Service Manager and other staff as required. Ensure that all mail is collated, franked/stamped and taken to the post office by the end of the working day. Draw the attention of the manager to any irregularities or queries.
- 2 **Pay roll tasks** - to collate salary information and ensure that details are properly authorised and with the Payroll Administrator by the due date each month. To distribute payslips as required.
- 3 **First point of contact** - telephone answering, call processing and greeting visitors to the Services Office.
- 4 **Ordering and maintaining stocks** - to be responsible for ordering and maintaining adequate stocks of stationery and other materials, to ensure that equipment is regularly serviced and repaired and to maintain an overview of general office equipment needs, informing the manager of any need for additional or replacement items.
- 5 **Assist with Communication** - to assist with the processing of information to members, branches, groups, carers, staff and other agencies as required. This may include assisting in the production of leaflets, promotional materials, newsletters or other publications.
- 6 **Team work** – work cooperatively with other staff to ensure effective and efficient administrative support is provided. Attend team meetings.
- 7 **Any other reasonable request** within the capability of the jobholder.

All of the responsibilities and duties are to be carried out according to Alzheimer Scotland's standards, policies and procedures as described in the –

- Organisation's Manuals
- Practice Standards

As well as promote and adhere to National Care Standards and the Scottish Social Services Council Codes of Practice.



**Salary - The post is graded at spinal column points 13 to 15.  
The post holder may be subject to Disclosure Scotland checks.**

*This job description is open to review by the organisation at any time and was last revised in November 2009.*



## Person Specification - Service Administrator

The following criteria will be used in shortlisting candidates and in appointing the successful applicant. Please note that the competencies are not ranked in priority order.

Competency	Essential	Desirable
Professional attitudes and values	Understanding of and empathy with the organisation's aims and values	
IT	High standard in Microsoft Office package (Word, Excel, Access, Powerpoint), e-mail and internet usage  Experience of establishing and maintaining a contact database	Ability in desk-top publishing packages
Administrative	High level of organisational ability  Experience of establishing and maintaining general office procedures	
Clerical	Good interpersonal communication and telephone skills	Experience of petty cash systems and banking procedures
Personal	Ability to be adaptable and work as part of a busy team	