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**Job Description**

**Job Title: Administration Assistant**

**Status** Permanent contract

**Working Hours** Flexible – Full time or to suit school hours

**Salary** £10.29ph to £11.12ph (£18,732 pa – £20,261 Grade 2) dependent on experience

**Location:** Abbotsford, Melrose

**Reporting to:** Finance & Administration Manager

**Employee Benefits**

* Pension contributions matched up to 4% of salary
* Working from home policy in place. Work from home up to 1 to 2 days a week for a full-time employee (applied proportionately for part time staff)
* Dog friendly – bring your dog to work
* Free parking – enjoy free family walks any time at Abbotsford
* Staff discounts – 20% off in our shop and café, for public events and self catering bookings

**About Us**

Abbotsford was designed and built by the famous author Sir Walter Scott as both his home and the location for his extensive collection of books and historical memorabilia, and was first opened to the public in 1833, five months after his death. After the death of his last descendent in residence Dame Jean Maxwell-Scott in 2004, The Abbotsford Trust was created.  Our mission is to inspire, inform and engage audiences in the life and legacy of Sir Walter Scott. As custodians of Abbotsford we aim to safeguard the house, collections, gardens and estate for future generations, enabling diverse communities to benefit from all that we care for.

Abbotsford is considered to be one of the most important heritage sites in Scotland and is becoming increasingly important to its local community as a place to find natural beauty, culture, entertainment, and enjoy a fun family day out. Through our community programme we support people with a variety of needs, and we are supported by a thriving community of volunteers.

**Job Purpose**

* To provide general administrative support, including personnel and contractor records
* As a member of the Abbotsford team, provide general office support, including telephone cover
* Provide other support as delegated as a member of the Abbotsford team

**Scope and Accountability**

The Administration Assistant will report to the Finance & Administration Manager and will also work closely with colleagues in each business area. The post holder will provide day to day administrative assistance to the Finance & Administration Manager and CEO and will prioritise their tasks in line with agreed deadlines and schedules.

The Administration Assistant will be responsible for the following resources:

* Written and database records, including sensitive data and confidential information

**Key Responsibilities**

* Provide telephone cover in the office, taking calls and messages for colleagues, and treating all callers in a courteous and helpful manner
* Provide general admin to the management team as delegated, including; post, photocopying, filing, basic investigation of information, production of standard documents on word or excel
* Create and maintain records, standard reports and spreadsheets to ensure information is up-to-date, easy to access and accurate
* Provide administrative support for meetings, including taking minutes
* Provide financial administrative assistance (e.g. invoice data entry)
* Maintain accurate computerised and manual information records of all personnel employed by the Trust in line with employment requirements and ensuring adherence with data protection legislation
* Maintain all staff attendance and absence records, including annual leave, TOIL, sickness, maternity and parental leave
* Support recruitment administration, including booking adverts and preparation of new staff appointment documentation, and maintenance of annual leave records
* Answering basic HR enquiries from staff (e.g. location of policies, leave entitlements), referring more complex queries on to the Finance & Admin Manager and/or Chief Executive
* Maintenance of staff training records, and arranging staff training courses from preferred suppliers
* Building maintenance record keeping and contractor documentation administration
* Welcoming contractors to site, and under the supervision of managers escorting contractors to their place of work
* Support the CEO with Health & Safety record keeping
* Weekend work on site to support the Duty Manager up to 2 days in any month

**Person Specification**

**Knowledge and Experience**

* Ideally 1-2 years experience in an administrative role
* Experience of HR administration and/or willingness to develop skills in this area
* Good understanding of the principals of data protection
* Confident and competent computer user, including Microsoft Office applications (in particular Excel, Word,Outlook and Teams) and ideally use of databases such as SAGE finance.

**Skills and Abilities**

* Good time management and work prioritisation skills, including ability to meet challenging deadlines
* Strong attention to detail
* Good interpersonal skills, including ability to provide support to colleagues across the organisation
* Good written communication skills, including ability to draft correspondence and produce minutes
* Good understanding of effective customer service and excellent telephone manner when handling callers (telephone and face to face)
* Ability to prioritise own tasks to meet deadlines
* Positive and flexible approach to team working within a small organisation

**Personal Qualities**

* Commitment to the Abbotsford Trust’s mission, vision and values
* Understanding of the importance of confidentiality and ability to work with sensitive information relating to Abbotsford
* Commitment to Equality and Diversity and understanding of how they may apply within own role and customer relations