



Shetland *arts*

JOB PROFILE

Role	Administrator
Competency Level	Officer
Job Ref	
Rate	£17,510 - £21,630
Reports to	Head of Organisational Support
Responsible for	None
Key relationships	Senior Management Team Departmental Managers Chief Executive All staff Volunteers Suppliers Customers

Principle Aim

To work under the supervision of the Head of Organisational 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 and responsibilities that the post may involve. The exact nature of these duties and responsibilities 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 Senior Management, 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.
14	Support an organisational culture of learning and continuous improvement by leading by example through your own personal and professional development
15	To undertake such other responsibilities as shall be assigned from time to time by the senior management team or Chief Executive.

Competencies

How you will do it:	
Attention to Detail	<ul style="list-style-type: none"> • Compares observations or finished work to what is expected to find inconsistencies • Questions items of data that don't look right • Works hard at getting it 'right first time, every time' • Does not take everything for granted; probes into detail • Sets an example to others so that their work improves • Remains aware and takes care of details that are easy to overlook or dismiss as insignificant
Commercial and Business Awareness	<ul style="list-style-type: none"> • Understands parameters of own role and relationship to other departments • Displays an understanding of competitor organisations • Controls obvious costs in own area • Looks for cost savings in relation to own work • Uses a system to monitor and control costs and resources • Does basic cost / benefit analysis • Considers cost implications of any proposed change
Team Working	<ul style="list-style-type: none"> • Supportive of the needs of others • Considers how own operational decisions can impact others • Provides input to help others to achieve their goals and solve their problems • Knows who the internal and external stakeholders are
Communication	<ul style="list-style-type: none"> • Communicates face-to-face where possible • Asks questions of their team to confirm and develop understanding • Gives timely information to people who need it • Seeks views of others where appropriate • Uses information to support their point of view • Able to simplify and rephrase poor communication • Uses different communication media appropriately
Creativity	<ul style="list-style-type: none"> • Understands the decision-making process • Adapts existing approaches to address new problems or situations • Makes realistic decisions regarding the best solution to pursue • Demonstrates a personal ability to apply creativity in problem solving • Discusses different aspects of problems to bring more structure in complex situations
Customer Focus	<ul style="list-style-type: none"> • Develops customer relationships through anticipating needs and seeking feedback • Monitors targets and deadlines in line with quality standards and takes appropriate action • Develops an understanding of the underlying needs of customers to provide the best service • Responds to the needs and feelings expressed by customers whilst considering the needs of the organisation • Uses customer feedback to solve problems
Planning & Organising	<ul style="list-style-type: none"> • Builds flexible plans • Draws up a course of action for self and others to accomplish goals • Adapts/modifies plans as situations demand

	<ul style="list-style-type: none"> • Looks ahead and plans accordingly • Plans different courses of action before acting • Consults others in the planning process to get the best workable plan • Thoroughly assesses importance of requirements and plans accordingly • Adjusts work assignment schedules for self or others to meet changing work priorities • Identifies and communicates priorities in line with organisation and customer requirements
Developing Others	<ul style="list-style-type: none"> • Identifies individual development and training requirements and takes appropriate action to ensure they are met • Creates and uses on-the-job opportunities to develop team members • Works with individuals to agree and follow their development plans • Gives regular feedback on performance and conduct leading to a wide range of agreed development actions • Identifies and responds to negative behaviour or conduct and acts in line with organisational policy • Encourages self-development and peer support throughout the team
Leadership	<ul style="list-style-type: none"> • Willing to take responsibility for a problem, even if not obviously within own remit • Delegates tasks appropriately • Able to work independently and seek guidance when needed
Judgement & Decision Making	<ul style="list-style-type: none"> • Demonstrates confidence, and speed when necessary, in decision making • Uses judgement based on sound reasoning and experience to come to a decision • Makes timely decisions • Finds and uses all relevant available information • Decisions are usually correct, with hindsight • Makes necessary decisions even when information is limited or unclear

Person specification: Administrator

	Essential	Desirable
Personal features and qualities	<p>Capacity to work under pressure in a calm friendly manner</p> <p>Ability to apply standards consistently</p> <p>Flexible, adaptable and responsive</p> <p>Self-motivated and able to work on own initiative</p> <p>Passion for high levels of Customer care</p> <p>Willingness to work flexible or unsociable hours as and when required</p> <p>Operating with integrity and confidentiality</p>	
Relevant experience	Knowledge of the operation of computer systems, such as word, databases and excel	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	<p>Skilled in general office and secretarial procedures</p> <p>Good communication skills</p> <p>An accurate worker</p>	
Other	A proven commitment to accessibility and diversity	