



EQUALITY | RESPECT | LOVE

Who Cares? Scotland Job Specification

Post title	Business Support Officer
Salary range	£26,562 per annum
Hours of work	35 hours per week (Monday-Friday 9am-5pm)
Contract	Permanent
Area	Scotland-wide
Base location	National Office, Glasgow
Last update	September 2024

Who Cares? Scotland is Scotland's only national independent membership organisation for Care Experienced people. Our mission is to secure a lifetime of equality, respect and love for Care Experienced people in Scotland and we currently have over 4,000 members.

At the heart of Who Cares? Scotland's work are the rights of Care Experienced people and the power of their voices to bring about change. We provide individual relationship based independent advocacy and a range of connection and participation opportunities for Care Experienced people across Scotland. We work alongside Corporate Parents and others to broaden understanding and challenge stigma experienced by Care Experienced people. We create opportunities for people with lived experience of care to influence policy makers, leaders, and elected representatives locally and nationally to shape legislation, policy and practice. We do this collaboratively to build on the aspirations of [The Promise](#) and secure positive change.

Purpose of the post

The Business Support Officer will provide high quality administrative support for teams across the organisation, in addition to providing a welcoming and efficient first point of contact for anyone who gets in touch with Who Cares? Scotland by phone, email or in person.

The post holder will be a member of the HR & Finance Team. The team is responsible for managing the organisation's resources, technology, physical spaces, administrative, executive support, and reception functions. If you have excellent administrative and interpersonal skills and want to support Who Cares? Scotland's vision, this role is for you.

Main duties and responsibilities

Executive and Governance Support

- General administrative support for Senior Management Team, include scheduling meetings, booking travel and accommodation etc
- Diary management and daily oversight of CEO inbox, ensuring efficient and timely responses to queries
- Scheduling, minute taking and organising of papers for quarterly board meetings and AGM

Centralised Administrative Support

- Booking travel and accommodation for regional teams as required
- Supporting ongoing fulfilment of correspondence for teams including HR and Fundraising (including printing and sending of annual accounts to key funders, issuing letters to staff members etc.)
- Filing and archiving of contracts, award letters and other paperwork as required
- Support with admin associated with PVG process at key times of year
- Administration of team technology and, in coordination with HR Team, supply of laptops and mobile phones for new starts and leavers.

Reception

- Be the first point of contact for anyone contacting the organisation by telephone, email or in person. Make people feel comfortable and included when approaching the organisation by any means.
- Manage all incoming and outgoing mail, ensuring that all staff receive appropriate documents and information on time.
- Handle confidential and sensitive information in an appropriate manner.
- Manage the reception calendar including all internal and external meeting requests and office room bookings and ensure rooms are fit for purpose and that refreshments are provided when needed.
- Order and coordinate office supplies and stationery for National Office.
- Help ensure the National Office is clean, comfortable and functions as efficiently as possible.
- Organise taxi bookings and car hire bookings.

Other Administrative Tasks

- Support printing and dissemination of materials and merchandise with teams nationally.
- Help keep information on our membership database up to date and send out welcome packs to new Who Cares? Scotland members.
- Support with registration for events both in advance and on the day.
- Be an ambassador for Who Cares? Scotland by upholding the staff code of conduct, adhering to policies and procedures and promoting values at all times.

Working environment

The post holder will be based in in the Who Cares? Scotland National Office in Glasgow.

Attitudes and values

Commitment to:

- Who Cares? Scotland's mission, aim and core values.
- Anti-discriminatory practice and equal opportunities.
- A style of working which is committed to supporting and empowering staff, with respect and confidentiality.
- Developing best practice through regular supervision and training opportunities.

Essential knowledge, skills and experience

You should bring a warm and friendly manner and a keen interest in working in a sociable, busy environment. You will be the first face that people see entering the Who Cares? Office, whether this is a Care Experienced young person, a staff member or another professional coming along to the organisation, so an ability to talk to different types of people is important. You should also be trustworthy and reliable.

Essential

- Demonstrate good IT skills and a strong working knowledge of Microsoft Office.
- Have excellent written and verbal communication skills.
- Be highly organised and demonstrate attention to detail.
- Be able to work as part of a team and on your own initiative.
- Be able to manage your time and workload effectively to meet deadlines.
- Be comfortable talking to a wide range of people and communicating by email.
- Be able to form positive relationships with young people and colleagues.
- Be compassionate, empathetic, and understanding of others, offering a safe, inclusive environment for anyone contacting the office.
- Have a passion for ensuring Care Experienced people receive a lifetime of equality, respect and love.

Desirable

- Have previous experience of working in an office in an administrative or reception capacity.
- Have previous experience of supporting governance in a Third Sector organisation

We welcome and encourage applications from those with experience of care.