

Job Purpose

The Administrator is responsible for providing support to The Wood Foundation's (TWF) team, and the quality assurance of TWF's administrative procedures to support the smooth and efficient running of the TWF office administration.

Reporting Relationship

Reports to the Office Manager.

TWF UK Mission Statement

We are committed to building upon our knowledge and expertise gained through the design and leadership of innovative programmes to inform practice, influence change, and identify opportunities to continue developing Scotland's young people.

Main Responsibilities

The Wood Foundation:

Play a full and collegiate role as a member of the TWF team through:

- Upholding a working environment which is innovative and supportive of colleagues' achievement of both individual and collective aims and objectives.
- Managing and controlling expenditure within budget and via agreed processes
- Risk management of activities within the scope of role.
- Monitoring, evaluating, and reporting performance of activities within the scope of role.

Front Line & General Office Support:

- Contribute towards the smooth running of the TWF office and wider staff team in accordance with established processes and procedures. This includes ordering stationery; coordinating couriers and recorded mail; answering phones; and being the first point of contact for visitors to Blenheim House.
- Provide frontline support and information to TWF's external stakeholders through telephone and email contact; coordinating multiple email inboxes; dealing with approaches in a prompt and professional manner; and referring all queries to the appropriate colleague.
- Responding to questions and support requests from the wider TWF team in a timely manner.
- Provide support to the UK management team including, but not limited to, meeting coordination and preparation; travel; and other general administration tasks.
- Provide transcription support to the Learning and Evaluation Manager.
- Assist with the coordination and support of meetings including preparing and distributing agendas, documenting actions, and circulating meeting minutes.
- Support with TWF event and meeting planning including, but not limited to, arranging meeting rooms; coordinating catering; shortlisting venues; organising delegate lists; preparing and distributing resources; and providing support at larger events.

Programme Support and Grant Administration:

- Provide strategic administrative support for the charitable programmes directly delivered by TWF, ensuring all administration processes are implemented appropriately to support TWF's operational activities.
- Update and maintain SharePoint (TWF's grant and contact management system, and document library) to ensure accurate auditing and timely reporting.
- Provide logistical planning support for operational programme delivery

General:

- Be prepared to undertake additional activities as required to fulfil your role as administrative support for the smooth running of TWF.
- Comply with all relevant health & safety requirements and adhere to all relevant Foundation policies and procedures as required.
- Exercise strong financial responsibility

Essential skills, knowledge, and experience:

- Previous experience in an administrative role
- Strong attention to detail.
- Good oral and written communication skills.
- Working knowledge of the full Microsoft Office 365 suite.
- Strong organisation and time management skills.
- Flexibility and initiative, with the ability to reorganise workflow based upon competing priorities.
- Confidentiality is vital.

Desirable skills, knowledge, and experience:

- Knowledge of SharePoint and/or other document/CRM systems.