

CORPORATE SERVICES DIRECTORATE

ADMIN SUPPORT OFFICER

(Band B; part-time (22.5 hours/week); Fixed term for 2 years)

Purpose

The purpose of this role is to provide efficient and effective administrative and clerical support services to members of the HR and Access Teams. The post holder will provide a courteous and helpful first point of contact to all external customers on behalf of the Cairngorms National Park Authority. In addition, provide administrative support to the organisers of the Europarc Conference, which CNPA is hosting in September 2018.

Responsibilities

- Manage LOAF venue and catering arrangements along with formatting, collation and distribution of papers. Uploading LOAF meeting papers on the CNPA website. Attend LOAF meetings, taking and distributing accurate minutes.
- Support the process of uploading information and updates onto the website, including uploading ranger events to the CNPA website, and creating a list of the events for the Comms Team.
- Provide high level, confidential administrative support for all recruitment activity, including managing the recruitment in-box, receiving applications, preparing application sift packs, and general correspondence with applicants, including responding to queries, and managing post application/interview correspondence (unsuccessful letters, invitation to interview etc) .
- Update training log for HR records; research and source training courses for staff based on training needs identified through appraisal process; book course/conference and all other arrangements that go with it e.g. travel & accommodation; manage post-course evaluation and reporting for HR
- Support the implementation of the Health and Well being Strategy, which will include managing the Wall of Wellbeing initiative, as well as researching, developing and implementing other innovative initiatives to support the wellbeing of staff
- Manage the storage, stock maintenance, reordering and replacements of leaflets and corporate publications, etc.
- Manage petty cash budget

Core and overarching responsibilities for all Support Officers

- Arrange catering for meetings, which includes ordering and collecting catering supplies, setting and clearing up meeting rooms before and after meetings,
- Book travel and accommodation as required and within finance procedures,
- Corporate Events (and specifically Europarc Conference 2018) support – admin support for mailings, venue bookings, arranging materials/stands/Audio and Visual equipment/travel etc, attendance, check in and rota management etc,
- Maintain and monitor internal service request logs,
- Provide support for setting up and maintaining IT based administrative support tools, like Survey Monkey, Dropbox etc.
- Provide ad hoc training, advice and guidance to staff and contractors on the use of

Microsoft suite of office applications;

- General reception duties – signing in visitors, answering calls, managing post and stationery orders, providing general information and advice to customers, agencies and partners
- Taking minutes of meetings.
- Maintain accurate, up to date customer/stakeholder contact records;
- Assist in collating and distribution of Board and Committee Papers;
- Contribute to the development of new and innovative office systems;

General

- Contribute to the work of the Corporate services Directorate and CNPA as a whole and ensuring compliance with financial procedures;
- Contribute to the delivery of the National Park Partnership Plan; and,
- To conduct other work, as necessary. All post holders are required to be flexible with regards their job description so that the organisation can adapt to new opportunities and priorities over time.

Person Specification - Knowledge, experience and training

ESSENTIAL

- Must be computer literate with an in-depth knowledge of Outlook, Microsoft Word, Excel and Powerpoint, and have full knowledge of developing and maintaining databases;
- Ability to be precise/accurate as mistakes can have significant consequences;
- Relevant experience of administration and customer services;
- Ability to maintain confidentiality;
- Must have accurate audio and copy typing skills to a reasonable speed;
- Have a flexible approach and outlook and be able to apply skills and intellect to a range of tasks and issues;
- Ability to work in small office environment where multi tasking is essential;
- Driving Licence or access to a driver if disability prevents driving.

DESIRABLE

- An understanding of the purpose and aims of the National Park;
- Previous experience of working directly with senior management;
- Previous experience of a broad range of administrative and technical functions and ability to advise others; and,
- Problem solving skills in relation to minor issues which may occur throughout the organisation.
- Knowledge of Gaelic would be an advantage

May 2018