

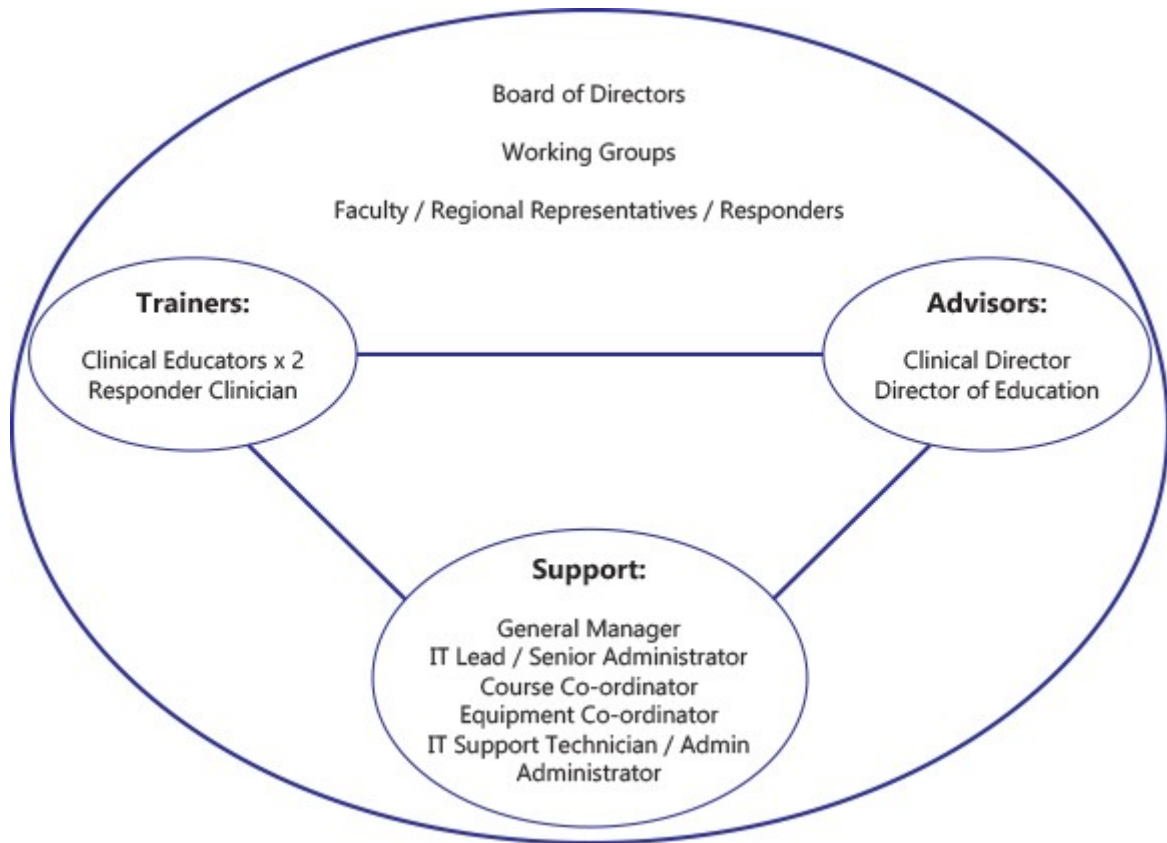


# BASICS Scotland

## Job Description

<b>JOB DETAILS</b>	
Job Title:	<b>Administrator</b>
Immediate Line Manager:	<b>General Manager</b>
Salary:	£19,945 - £21,947
Location & Hours of Work:	Full Time (37.5 hours). The post will be based in BASICS Scotland Offices, Aberuthven
<b>JOB PURPOSE</b>	
The purpose of this post is to provide administrative support to the organisation for a variety of projects within the organisation, as well as providing support to our volunteer Responders.	
<b>ROLE OF BASICS SCOTLAND</b>	
<p>BASICS Education Scotland was established in 1995 to provide high quality immediate care training to health professionals by delivering courses throughout Scotland to match identified local needs. We provide a variety of educational courses including pre-hospital emergency care courses, pre-hospital paediatric care courses, tele-education courses and additional bespoke courses. We aim to provide all our courses in the most supportive, informal and convenient manner as possible to those attending. We receive funding from NHS Education Scotland (NES).</p> <p>We work closely with The Sandpiper Trust who provide Sandpiper Bags and life saving equipment to health care professionals who have completed immediate care training, many of whom go on to become a BASICS Responder. This valuable symbiotic relationship makes BASICS Scotland unique amongst training providers in that not only do we provide education, though The Sandpiper Trust, we also provide Responders with the equipment that they use.</p> <p>BASICS Scotland Responders work throughout remote and rural Scotland and work closely with Scottish Ambulance Service, the Emergency Medical Retrieval Service and hospital based pre-hospital care teams based in Scotland. Many Responders are issued with a Smartphone to allow contact with their local Ambulance Control and tracking of their vehicle's location.</p>	

## ORGANISATIONAL STRUCTURE



## MAIN DUTIES

The main duties of this post include:-

- Provide general admin support to the Office Manager and Support Team.
- Reception duties, main point of contact for visitors and telephone queries.
- Administrative support to our Responder Clinician for our BASICS Responders, including processing responder applications, liaising with Scottish Ambulance Service and working closely with the Sandpiper Trust in dealing with equipment requests.
- Maintain database on BASICS Scotland membership and promote member's benefits to increase member numbers.
- Organising meetings, arranging travel, expenses and accommodation for staff and volunteer instructors and minute taking where required.
- Accounts – support in invoicing, credit control and keeping financial records up to date using Sage software.
- Identifying suppliers and ordering equipment as required.
- Support in organisation of courses as required.
- Facilitate on courses, both weekdays and weekends (on a rota basis).
- Any other administrative duties as required.

## SYSTEMS AND EQUIPMENT

You will be required to use the following:

- Daily use of computer/laptop for prolonged periods of time.
- Standard Microsoft Office programs, eg Word, Excel, Powerpoint, Outlook.
- Sage accounts software.
- Administrate – a cloud based CRM and events management system – *training will be provided.*
- Adobe Connect – currently used for video conferencing – *training will be provided.*
- Use of network printers and photocopiers when required.
- Use of Internet.
- Use of telephone systems.
- Use of equipment to provide methods of presenting information such as projectors, video, laptops etc.

## RESPONSIBILITIES OF THE POST HOLDER

The post holder is expected to use their own initiative and exercise judgement within the parameters of their post.

They will be able to prioritise workloads and take responsibility for day-to-day planning with minimum supervision ensuring assigned projects are well managed and completed on time whilst demonstrating high regard for quality of output as well as completion of the task.

## COMMUNICATIONS AND WORKING RELATIONSHIPS

Within your everyday working environment you will:

- Keep your line manager informed of progress against your agreed work plan and highlight any potential issues or risks which may affect project or work-plan delivery.
- Liaise with external agencies by telephone/email and be proactive in supporting the Office Manager in organising meetings.
- Demonstrate excellent written and verbal communication skills.
- Develop and maintain effective communication links and working relationships with colleagues, management and Board of Directors of BASICS Scotland, as well as suppliers, sponsors, other health professionals and external organisations.
- Participate in regular team meetings and internal staff events.
- Take responsibility and ownership for tasks and follow through to completion.

## MOST CHALLENGING PARTS OF THE JOB

- Prioritising a busy and varied workload within required timescales.
- Responding to urgent requests and problem solving on an ad hoc basis.
- Dealing with continual advancements in internal and external systems.

## DEMANDS OF THE JOB

- Keyboard skills – high level of accuracy required.
- Time management skills and the ability to prioritise work is essential.
- The role may involve dealing with interruptions and requires the ability to multi-task and manage conflicting priorities.
- The post will require use of a computer for long periods of time.

## QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST

The post holder should have the relevant professional qualifications and/or experience.

### **Essential**

- Educated to HNC level OR have equivalent experience in administration.
- Excellent organisational skills with a high level of competency in using office systems and a working knowledge of Microsoft Office packages.
- Excellent communication skills (oral and written) with good attention to detail.
- Highly motivated and enthusiastic with ability to work on own initiative, as well as working as part of a small team.

### **Desirable**

- Knowledge of BASICS Scotland
- Current driving licence.
- Working knowledge of Sage software.