One Parent Families Scotland

Job Description: Assistant Administrator

Post: Assistant Administrator
Hours: 21 hours per week
Salary: OPFS Scale Points B1-B3 £26,077-£28559 (pro rata for 21 hours)
Location: Glasgow Service
Reports to: Glasgow Service Manager

Role and Responsibilities

The post holder is responsible to the Administrator for providing day-to-day administrative and facilities support to OPFS Glasgow Service, working under the Administrator's direction and covering their duties during absence. The post holder will help ensure that the office runs smoothly and that staff, families and visitors receive a welcoming and efficient service.

Key Tasks

- **Reception**: Meeting and greeting visitors, dealing with walk-in enquiries, deliveries and suppliers. Answering the phones, signposting referrals and monitoring the generic OPFS email, and providing reception cover for the Administrator during breaks, leave and absence.
- **Administration**: Supporting the Administrator with day-to-day administration for OPFS Glasgow. Entering and updating referral and service delivery information on the database/case management system accurately and promptly. Filing, scanning, photocopying, mail handling and ordering stationery and office supplies. Helping to maintain document storage in line with the OPFS data retention policy, including preparing material for confidential destruction and archiving.
- **Properties**: Supporting the Administrator with the smooth operation of the premises, including reporting repairs and faults, logging planned preventative maintenance, and helping with any reorganisation of office space.
- **Health & Safety**: Supporting the Administrator and Service Manager in keeping the Glasgow premises compliant with health and safety requirements. Assisting with fire drills and recording checks and acting as deputy fire warden. Holding or working towards a First Aid qualification to act as a First Aider alongside the Administrator.
- **Personnel**: Helping to keep staff records accurate, secure and up to date, including absence, leave and contact details, with information passed to the

Administrator or OPFS HQ as required. All personal information is handled in line with OPFS confidentiality and GDPR requirements.

- **Recruitment and induction**: Supporting the Administrator with recruitment and induction, including preparing interview papers, setting up interview rooms and IT equipment, and helping to prepare welcome arrangements for new staff.
- **IT**: Providing first-line support to staff with simple IT issues, referring more complex problems to the Administrator or OPFS HQ. Helping to set up and check IT equipment and assisting with SharePoint document storage and filing.
- **Meetings, events and conferences**: Helping with room bookings, invitations, refreshments and set-up and tidy-up for meetings and events. Taking minutes and circulating notes as required and supporting OPFS events.
- **Cover and team support**: Providing cover for the Administrator during leave and absence, and supporting the wider Glasgow Team with ad hoc administrative requests, agreed in advance with the Administrator.
- Any other duties relevant to the post or organisation as requested by the Administrator, Service Manager or OPFS Directorate.

The job description is a broad picture of the post at the time of preparation. It is not an exhaustive list of all possible duties. It is recognised that jobs change and evolve over time.

Person Specification

Essential

- Experience of working in an office or reception environment, or relevant transferable experience (paid or voluntary)
- Good IT skills and working knowledge of Microsoft Office systems (Word, Excel, Outlook)
- Good organisational skills and attention to detail, with the ability to prioritise a varied workload
- Good interpersonal and communication skills, with a friendly and professional manner
- Ability to work as part of a team and to take direction from the Administrator
- Ability to handle confidential information with discretion
- Willingness to learn and commitment to continuous professional development
- Willingness to undertake First Aid training

Desirable

- Relevant qualification (e.g. SVQ in Business Administration) or equivalent experience
- Experience of working in the Third Sector
- Experience of using Salesforce or a similar database system
- Understanding of single parent challenges

Terms & Conditions

- **Confirmation of appointment:** Funded until 31st March 2028 with the possibility of further extension dependent on funding. Confirmation of appointment is subject to satisfactory completion of a 3-month probationary period, two references and a PVG check.
- **Salary:** OPFS Scale Points B1-B3 £26,077-£28559 (pro rata for 21 hours)
- **Hours of work:** 21 hours per week
- **Holidays:** Annual leave entitlement is 25 days and 12 public holidays (pro rata for 25 hours).
- **Pension:** You will be auto-enrolled in our pension scheme with a 3% contribution from you and 7% contribution from OPFS.
- **Training and support and supervision:** You will receive induction training and frequent support in the first three months. Thereafter you will receive monthly individual support and supervision and annual appraisals. Regular team meetings will be held, and staff have access to internal and external training.
- **Equal opportunities and family friendly employment:** OPFS aims to be an equal opportunity and family friendly employer. OPFS has Investors In People Gold status.

Recruitment Timetable: The closing date for applications is 3rd December 2026 at 5pm. Interviews will be held on 10th December2026