



Job Application Pack

Administrative Assistant

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Looking for a job that means something, is challenging, inspiring and compassionate? Then look no further...

SCIAF is the official relief and development agency of the Catholic Church in Scotland.

We work in partnership with local and church organisations, supporting communities across the world to bring about lasting change.

Our Vision & Mission

A just world, free of poverty, where we flourish and live in harmony with each other and all creation. Compelled by Christ's love, we work with those in the world's poorest places to end poverty, protect our common home, and help people recover from disaster. We inspire loving action in the Scottish Catholic community to sustain our work.

SCIAF helps people climb out of poverty and recover from disaster, regardless of their religion, race, gender, beliefs or background. We are part of the second largest humanitarian network in the world, Caritas Internationalis, which allows us to work in the most challenging places and respond quickly when emergencies strike. With a staff of 42 people based in Glasgow, we deliver an impact far greater than our size.

Demonstrating love and compassion

By joining SCIAF, you'll embark on a meaningful and impactful role, helping make a real and lasting difference to the lives of people living in some of the world's poorest places.

While we very much accept applications from people of all faiths and none, we are inspired by Catholic social teaching and represent the Catholic Church in Scotland as their official relief and development agency.

In everything we do, we aim to demonstrate our values of love and compassion – treating everyone with respect and dignity, standing in solidarity with our colleagues and those we serve, and believing in a better tomorrow. In the workplace, this translates into an environment that is supportive, inclusive, innovative and fair – and that's why so many staff at SCIAF have stayed with us for years.

Diversity, Equity & Inclusion

As an inclusive employer, we want our staff to reflect the communities in which we live and work. We aim to cultivate a working environment where all staff feel accepted and appreciated, and where bullying, harassment and discrimination are not tolerated.

We're committed to diversifying our workforce across all roles and pay grades – and we've already made progress, but we know we have to do more. That's why we're dedicated to increasing the representation of currently under-represented groups at staff and Board level.

We welcome applications from everyone and our recruitment process is open and fair. We particularly welcome applications from ethnic minority candidates.

Job title:	Administrative Assistant
Contract type:	Part-time Permanent (21 hrs per week, worked Wednesday to Friday)
Grade:	Grade I
Location:	Office based
Department:	Central Services
Closing date:	12 noon on 31 January 2025
Interviews:	TBC

Please return your completed application by email to recruitment@sciaf.org.uk.

About SCIAF

SCIAF's vision is a just world, free of poverty, where we flourish and live in harmony with each other and all creation. Our mission is to enable the poorest to lift themselves out of poverty and work together to protect our common home, help people recover from disaster, and inspire people in Scotland to put their faith into action.

As the official overseas aid and development agency of the Catholic Church in Scotland, SCIAF was established in 1965 to express the commitment and concern of the Scottish Catholic community towards poor and marginalised communities across the world. SCIAF works in partnership with local and church organisations, supporting communities across Africa, Asia, Latin America and the Middle East, to bring about lasting change. We reach out to those in need, regardless of age, race or religion and believe in supporting the whole person, including their spiritual wellbeing, political voice, cultural and community life.

We currently employ 42 people and work with partner organisations around the globe. We are at the beginning of our new strategic plan - over the next five years our focus will be on deepening and widening the impact we make in people's lives and addressing the structural issues that keep people poor: this will require us to raise substantially more income. We will inspire Scottish Catholics to live out their faith, increasing their understanding of poverty and injustice, in order to build the world they want to live in, where everyone is equal and free from poverty. We will put pressure on governments and big business to create a fairer, more peaceful world.

Scottish Catholic International Aid Fund

SCIAF is the official relief and development agency of the Catholic Church in Scotland and a proud member of the Caritas family. 196 Clyde Street, Glasgow, G1 4JY. Tel: 0141 354 5555. Scottish Charity No: SC012302. Company No: SC197327.

Overall purpose of role

As a member of the Central Services team, you will contribute to the achievement of SCIAF’s vision and mission through providing administrative support across the organisation but predominately to the Integral Human Development department (IHDD) and by providing excellent customer care to SCIAF’s supporters prominently by telephone and occasionally by email.

Reporting line

HR/Admin Manager

External relationships

- Supporters
- Partner organisations worldwide
- Translation companies
- Consultants
- Travel agents

Internal relationships

- Supporter Services colleagues
- Finance team
- IHDD Staff
- Colleagues throughout the organisation with administrative needs

Key responsibilities

Reception cover

- As part of a team be the first point of contact and respond to all switchboard telephone calls in a positive, proactive and efficient manner.
- Meet, greet and provide a helpful, professional and efficient service to all SCIAF visitors (including accepting deliveries on behalf of departments).

Establishing and building relationships with supporters

- Play lead role in SCIAF’s telephone hunt system.
- As part of a team of first responders, process donations from supporters, reply to enquiries from supporters ensuring queries are dealt with in a positive, friendly and efficient manner.
- Point of contact for first level of supporter complaints ensuring they feel listened to and respected.
- Ensure supporter enquiries and comments are recorded and followed up on when necessary.

Meetings

- Arrange departmental meetings and management meetings (IHDD Monthly meeting, PO monthly meeting). Circulating agenda, arranging /setting up venue, minute taking or meeting recording, Zoom bookings, breakouts, chat monitoring etc.
- Assist with the organisation of the department's training and workshops eg January workshop, October planning week etc.

Travel coordination.

- Provide administrative support as agreed for visitors from overseas (eg accommodation and travel bookings, visa arrangements, including disclosure reports and liaising with Diocesan Offices in Scotland etc).
- Provide administrative support to individuals to organise work travel (flights, accommodation, vaccinations and health requirements, liaising with Central Services department for equipment etc) on request.
- Co-ordinate travel phones (including sim cards), first aid kits and mosquito nets for the department, managing the stock of and monitoring use of phones.

Coordination of planning and reporting

- Assist with the creation and monitoring of departmental plans, including the Operational Plan.
- Assist in the set-up and implementation of departmental planning processes (bi-annual workshops).
- Coordinate the IHDD monthly report document and support the quarterly IHDD report to the IHD committee.

Support coordination external service providers

- Assist staff members to recruit consultants for general IHDD work through liaison with other concerned staff internally.
- Manage annual subscription for translation providers.
- Coordinate process for the translation of documents with the translation provider and maintaining an up to date online glossary.
- Work to ensure that all requested and approved translations are actioned quickly, and translation work is done to the required standard and to the reasonable satisfaction of commissioning staff.

Administration

- Oversee Institutional Funding (IF) timesheet completion, in line with IF requirements.
- Maintain Incident Log during Crisis Management scenarios, collating all reported incidents and keeping the log up to date.
- Point of contact for all IHDD volunteers, and maintain register of volunteer hours.
- Provide general administrative support to as required eg processing paperwork, arranging meetings, preparing corresponding materials.

Other

- Coordinate and distribute a six-month update/newsletter to partners.

- Coordinate updates to the PCM manual, across all three programme languages (English, French, Spanish).
- Supporting the coordination of regular IHDD internal learning sessions.
- Play an active role in organisational wide activities.

This list of duties and responsibilities is by no means exhaustive and the post holder maybe required to undertake other relevant and appropriate duties consistent with the nature of the job and the level of responsibility of the post which are subject to change. The job description is subject to regular review and appropriate modification.

Safeguarding

SCIAF undertakes to ensure that all staff, volunteers and relevant others, whose work might involve contact with children and vulnerable adults, will have completed additional recruitment procedures and have obtained a satisfactory PVG Check from Disclosure Scotland.

Code of Conduct

All staff are expected to adhere to a Code of Conduct which specifies the attitudes and behaviour that all Caritas staff are expected to maintain. The Code is derived from, and closely related to, the Caritas Code of Ethics which prescribes the basic values and institutional practices of Caritas organisations.

“Individuals who care for those in need must first be professionally competent: they should be properly trained in what to do and how to do it, and committed to continuing care. Yet, while professional competence is a primary, fundamental requirement, it is not of itself sufficient. We are dealing with human beings, and human beings always need something more than technically proper care. They need humanity. They need heartfelt concern.”

Person specification

Area	Essential	Desirable
Qualifications		
Educated to higher level or equivalent in a relevant subject or appropriate work experience	✓	
Experience		
Experience working in a high paced environment with multiple projects and priorities, able to deliver to tight deadlines	✓	
Experience of providing a high level of administration support	✓	

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Experience of supporting the coordination and development of plans	✓	
Providing a high level of support to customers and dealing with complex enquiries	✓	
Make domestic and international travel arrangements	✓	
Minute and noting taking experience.	✓	
Experience working in in the charity sector		✓
Knowledge		
Understanding of Catholic identity & Catholic social teaching		✓
A sympathetic understanding of the life, culture and structures of the Catholic Church		✓
Some knowledge and understanding of development issues		✓
Skills and Abilities		
Excellent IT skills and advanced knowledge of Microsoft office products (Word, Excel, PowerPoint, Teams and Outlook)	✓	
Strong time management and planning skills	✓	
Strong interpersonal skills and ability to quickly form professional & productive relationships	✓	
Excellent self-organisational skills and ability to work to tight, sometimes competing, deadlines	✓	
Ability to work on own initiative and as part of a team	✓	
Excellent attention to detail	✓	
Attitude		
Takes initiative and has an enthusiastic and creative approach to achieving tasks assigned	✓	
Able to work well in a team and across teams	✓	
Helpful, friendly, and approachable with a can-do attitude	✓	
Flexible and professional	✓	
Other		

Empathy – a genuine interest in the work and ethos of SCIAF, its aims and objectives and a passion for tackling international poverty at its root. A deep awareness of the needs of our partners and project participants and an understanding of our supporters.



Working at SCIAF

Hours of work

Thirty-five hours per week.

Flexible working

At SCIAF, we understand the benefits of flexible working which means staff can enjoy better work-life balance. Our flexible working approaches include hybrid working, flexitime and TOIL.

Annual leave

A generous annual leave allowance based on years of service begins at 20 days per annum for full-time staff, plus 13 statutory days, in addition to three additional dates between Christmas and New Year. A week of additional holiday leave can also be purchased.

Other types of leave

SCIAF provides other paid and unpaid leave depending on service. These include enhanced employers and statutory maternity leave, up to two weeks' statutory paternity leave and paid compassionate leave.

Pension scheme

SCIAF operates a voluntary, contributory, personal pension scheme. Further details are available on request.

Life Assurance

Under the SCIAF life assurance scheme you have automatic protection based on an amount of twice your base salary, from your first day as a SCIAF employee.

Learning and development

SCIAF invests in improving the skills of its staff, and actively encourages everyone to broaden their understanding and knowledge through courses and training days, professional memberships and even formal qualifications.

Probationary period

All job offers are subject to a probationary period of six months.

Other benefits

We know that the wellbeing of our staff is vital to our work. We are enrolled in the Bike2Work scheme, and we work with our partners to give our staff free access to GPs from anywhere in the world, free financial support, a free counselling helpline, and free expert legal advice – all 24/7, 365 days a year.