



Role title	Administrative Assistant	Directorate	Stroke Support
Location	Scotland, Edinburgh	Accountable to	Director Scotland
Travel requirement	Occasional	Accountable for	N/A
DBS check	No	Core Role Anchor Level	Deliver
Ambition focus: 3: Expanding the network of services and long term support across the UK			

Hours	21	Grade	B	Salary	Circa £9,000 per annum
Contract type			Fixed term maternity cover for 12 months		

We are the UK's leading charity dedicated to conquering stroke.

There are over 1.2 million stroke survivors in the UK. Almost two thirds have a disability and one third rely on others for help, making stroke one of the biggest causes of disability.

We are continually working to improve the lives of stroke survivors and their families who deserve the very best treatment and care. We deliver amazing, life-changing support to over 60,000 stroke survivors and their families each year. We also fund research to find better treatments, campaign for better stroke care and help people understand how to spot and prevent stroke. This work is made possible by more than 4,000 talented volunteers and staff, our fantastic supporters and our strong relationships with the stroke clinical and research community.

We work with integrity, demonstrating our values as one combined passionate, innovative, respectful and professional team.

Together we can conquer stroke.

Directorate

Our Stroke Support Directorate is responsible for the effective delivery of high quality commissioned and non-commissioned support to stroke survivors and carers. We provide a range of support for people from the early days after stroke throughout their recovery and into the longer term, working closely with our network of volunteers, stroke clubs and groups.

Our support services provide a local presence for the charity enabling a far reaching impact through the delivery of other organisational activities such as awareness campaigns. The Edinburgh office and Scotland Team cover a variety of roles; fundraising, volunteering and community, public affairs and communications.

Join us and help to make a difference to the lives of people affected by stroke.

Purpose of role

The Administrative Assistant provides effective and efficient administration of the Edinburgh Office, presenting a positive image of the Stroke Association at all times.

Key responsibilities of role

Responsibility areas	Performance Indicators	Key Competencies
To provide comprehensive administrative and secretarial support, including the receipt and processing of Life After Stroke Grants on our database.	<ul style="list-style-type: none">• Up to date and accurate records• Prepare and create documentation for signing in a timely manner• Files contain correct, accurate and up-to-date documentation and filing and archiving is regularly maintained	Business Acumen Customer focus Collaboration Communicating and Influencing Change readiness
To arrange and coordinate meetings, including room bookings, inviting external stakeholders, and organising	<ul style="list-style-type: none">• Dates booked throughout year• Effective meeting organisation with no diary clashes	Leadership Collaboration Business Acumen

<p>travel for individuals if necessary</p> <p>Ensure minutes are recorded correctly and actions are progressed</p>	<ul style="list-style-type: none"> • Minutes recorded correctly and actions progressed/chased • Reports coordinated and distributed in good time • Smooth arrangements, joining instructions sent out in good time 	
<p>To deal sensitively and appropriately with all enquiries by telephone and in person, ensuring confidentiality is maintained. Filter telephone and personal enquiries to staff and our Helpline, as appropriate and relay accurate messages as required.</p>	<ul style="list-style-type: none"> • Effective call handling and prioritising • Confidentiality and discretion maintained • Work independently and confidently answering or signposting all questions • Feedback from stakeholders 	<p>Customer focus Communicating and Influencing Collaboration</p>
<p>To carry out and record weekly designated health and safety checks, raising any issues with the Director.</p>	<ul style="list-style-type: none"> • 	
<p>To be responsible for production of all documents to a high standard within set deadlines, including letters, emails and reports, using internal database, MS Office and the Outlook email system, as appropriate; to constantly seek to improve systems and processes</p>	<ul style="list-style-type: none"> • Examples of documents • Consistent corporate image maintained • Databases up to date • Improvements identified and actioned 	<p>Business Acumen Continuous Improvement and Innovation Change readiness</p>
<p>To support financial requirements, recording any income received, ensure that invoices and expenses are authorised and processed quickly and accurately for payment with the Finance Department.</p>	<ul style="list-style-type: none"> • Up to date and accurate records and reports and management accounts 	<p>Collaboration Business Acumen</p>
<p>To develop and maintain trusted and respectful</p>	<ul style="list-style-type: none"> • A developed and supported 	<p>Business acumen</p>

relationships with all relevant stakeholders	<ul style="list-style-type: none"> network Evidenced collaboration outcomes 	<ul style="list-style-type: none"> Communicating and influencing Customer focus Collaboration Open-minded
To work flexibly as necessary willingly providing cover for colleagues when asked	<ul style="list-style-type: none"> Willingly provides cover and support 	<ul style="list-style-type: none"> Managing and Developing Performance Customer focus

Mandatory responsibilities of role

To undertake any other duties commensurate with the purpose and remit of the post.

Responsibility areas	Performance Indicators	Key Competencies
To ensure that you manage and develop your own performance	<ul style="list-style-type: none"> Evidenced attendance at personal training and regional events All mandatory training is completed Performance and Development Review completed to standard. 	<ul style="list-style-type: none"> Managing and Developing performance. Leadership
To follow the Stroke Association's policies and procedures	<ul style="list-style-type: none"> Familiar with competency framework including values, mission and vision. Accessed and read the Staff Handbook and any relevant policies and procedures to your role. Willing to travel during the course of your duties with possible overnight stays away from home. 	<ul style="list-style-type: none"> Managing and Developing performance Change Readiness Open-minded
To contribute to any project work as required.	<ul style="list-style-type: none"> Examples of project work. 	<ul style="list-style-type: none"> Collaboration Business Acumen

		Continuous Improvement and Innovation
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Person specification

Education	Essential/ Desirable
Good level of level of education with qualification passes in English and Maths or relevant equivalent industry experience	Essential
Willingness to undertake training and continuing professional development	Essential
Experience	
Experience of using technology, IT systems	Essential
Experience of providing administrative support to a team of 3 or more individuals	Essential
Practical experience of using databases to store and record sensitive data	Essential
Experience of communicating with a range of stakeholders	Essential
Experience of gathering data from a range of sources and pulling together into an agreed template	Essential
Experience of working for charity or voluntary sector	Desirable
Skills and abilities	
Ability to communicate effectively face to face, in writing, by email, on the telephone, including public speaking.	Essential
Excellent knowledge of Word, Excel, Outlook and PowerPoint	Essential
Good project management, planning and organisational skills	Essential
Proven ability to form and maintain productive working relationships with a wide variety of stakeholders	Essential
Knowledge of data protection and handling policies	Essential

Other requirements	
Ability to demonstrate an understanding and commitment to our corporate values	Essential
To be committed to the principles of equal opportunities	Essential
To have an understanding of stroke	Desirable
Professional and willing to be an advocate for themselves and team. A team player, with evidence of helping others	Essential
Ability to travel when necessary and stay away overnight if required	Essential

This information will be used as part of the shortlisting process