

Office Administrator

Job Description and Person Specification

Job Title: Office Administrator.

Salary: £23,500 - £25,000 per annum.

Contract Term: One-year fixed-term contract.

Hours of Employment: 35 hours per week

Working Pattern: Flexible, within core office hours of 9:30 AM to 5:30 PM.

Occasional evening or weekend work may be required for events or supporter activities.

Location: Central Edinburgh, with the flexibility of a hybrid working pattern.

Reports to: Head of Operations and Delivery.

Prostate Scotland is a small, dynamic Scottish charity registered with the Office of the Scottish Charity Regulator (OSCR). We value flexibility, teamwork, and a can-do attitude. Our staff are encouraged to contribute ideas, support colleagues, and adapt to the evolving needs of our mission-driven organisation. This job description outlines the core responsibilities of the role, which may develop over time in consultation with the successful candidate. As an equal opportunities employer, we welcome applications from all individuals with the right to work in the UK, with proof of eligibility required prior to starting employment.

About Prostate Scotland

Dedicated to supporting men across Scotland with their prostate health, Prostate Scotland addresses a critical need—nearly 1 in 2 men are affected by prostate disease, and 1 in 10 are at risk of prostate cancer. Our mission is to inform, educate, support, campaign, and advance prostate health initiatives throughout Scotland. Working closely with local communities, volunteers, and supporters, we strive to make a meaningful difference in men's lives.

Purpose of the Role

We are seeking a proactive, compassionate, and highly organised **Office Administrator** to ensure the smooth and efficient operation of our Central Edinburgh office. This pivotal role supports our small team by maintaining robust administrative systems, serving as the first point of contact for supporters and stakeholders, and assisting with fundraising and awareness efforts. The ideal candidate will bring strong organisational skills, excellent communication, and a collaborative approach to help us achieve our charitable objectives.

Main Duties and Responsibilities

Office Administration

- Manage the info@prostatescotland.org.uk inbox, triaging enquiries, assigning tasks, and prioritising urgent responses.
- Handle phone and in-person enquiries from the public with professionalism and warmth, directing them appropriately and distributing tasks to the team as needed.
- Maintain efficient electronic and physical filing systems.
- Process incoming and outgoing post, ensuring timely communication with supporters and stakeholders.
- Support the ordering of stationery, office consumables (e.g., tea, coffee, cleaning supplies).
- Coordinate potential printing needs with external providers to maintain a well-stocked and functional office environment.

- Organise meetings (in-person and virtual), prepare agendas, take minutes, and follow up on actions.

Supporter Care & Fundraising Support

- Maintain and update the Donorfy database with accurate supporter, donor, and volunteer records to foster long-term relationships.
- Oversee merchandise stock control, including monitoring, reordering, packing, and coordinating courier deliveries/returns (e.g., collection tins, badges).
- Respond empathetically to enquiries via phone, email, or in-person, delivering exceptional supporter care.
- Support fundraising events (e.g., Edinburgh Marathon Festival, Kiltwalks) by coordinating logistics, and assisting participants with registration, merchandise, and online fundraising setup.
- Develop and maintain inhouse merchandise stock control systems, monitoring, reordering, and documenting stock levels.
- Coordinate the distribution and return of public charity collection items, including cans, buckets, and badge boxes, to facilitate successful fundraising initiatives throughout Scotland.

Information and Advice Support

- Coordinate publication orders to external sites (e.g., hospitals, surgeries) and assist in monitoring stock levels and developing electronic publications with the Information and Advice Manager.
- Prepare and distribute materials for Information and Advice delivery activities, including agendas, questionnaires, surveys, handouts, or participant packs, to support seamless execution of programs.

Volunteer Coordinator Support

- Supporting the PROSPACK project by verifying stock availability with Fulfilment Centre (Dimensions).
- Maintain PROSPACK merchandise stock control systems, monitoring, reordering, and documenting stock levels.

Donations & Financial Administration

- Support Finance Coordinator as required to record and log cheques for banking.
- Write thank you letters and certificates of thanks for donors.

Merchandise & Event Coordination

- Pack and dispatch merchandise to supporters and event participants, ensuring timely delivery and coordinating returns.
- Liaise with external printers for high-quality fundraising materials (e.g., banners, programmes).
- Support the planning and branding of events (e.g., Kiltwalk, cheque presentations), with occasional attendance to represent Prostate Scotland.

Compass & Living Well with Prostate Cancer Support

- Provide administrative and logistical support for prostate awareness campaigns across Scotland.
- Prepare and distribute materials for service delivery activities, including agendas, handouts, or participant packs, to support seamless execution of programs.

Communications & Team Support

- Provide administrative and logistical support for prostate awareness campaigns across Scotland.
- Assist in monitoring and ordering supplies or resources required for service delivery, such as workshop materials or promotional items, to ensure readiness for planned activities.

Qualifications and Skills

Essential

- **Experience:** Demonstrated expertise in office administration, preferably within a charity or small organisation, with a strong track record of managing enquiries and providing team support.
- **Customer Service:** Exceptional interpersonal skills, blending compassion and professionalism in interactions with supporters and stakeholders, embodying Scottish values of community and care.
- **Database Skills:** Proven ability to maintain databases or CRM systems with precision, supporting fundraising and reporting needs.
- **Communication:** Excellent written and verbal communication skills, capable of drafting clear, professional correspondence and engaging effectively with diverse Scottish audiences via phone, email, and in-person.
- **Organisation:** Superior multitasking and prioritisation abilities, with meticulous attention to detail to thrive in a busy charity office environment.
- **IT Proficiency:** Advanced skills in Microsoft Office (Word, Excel, Outlook) and familiarity with digital tools commonly used in Scottish charities, such as email platforms and basic CMS.
- **Initiative:** Self-driven and proactive, with the capacity to work independently and collaboratively within a close-knit team.

Desirable

- **Fundraising & Events:** Experience in fundraising or event coordination, ideally within a Scottish charity setting.
- **Prostate Health Knowledge:** Basic understanding of prostate health or a keen willingness to develop expertise in this area.
- **Regulatory Knowledge:** Strong grasp of GDPR, OSCR regulations, and data protection principles relevant to charity operations.

Why Join Us?

Join Prostate Scotland to make a tangible impact on men's lives across Scotland. We offer a competitive salary, a supportive and flexible work environment, and opportunities for growth, where your efforts directly advance our mission.

Note

This job description reflects current responsibilities but may evolve with organisational needs, in consultation with the postholder, to align with our charitable goals and OSCR compliance. Additional commensurate duties may be agreed with the CEO and Head of Operations and Delivery as they arise.