

SCOTTISH CHILDMINDING ASSOCIATION JOB DESCRIPTION

JOB TITLE: DATABASE & MEMBERSHIP ADMINISTRATOR

LOCATION: SCMA Head Office Stirling/Home

HOURS: Full time 36 hours per week. Hours to be flexibly arranged to provide for occasional Saturday and evening work. Some overnight stays away from home. Time off in lieu may be taken for any extra hours worked. No overtime payments are possible.

GRADE: AP2 PT 19-22

ACCOUNTABLE TO: Finance Manager

JOB PURPOSE

To administer and update the SCMA ECMS (database and website) including maintaining the integrity of the data to support a range of organisational activities.

KEY RESPONSIBILITIES:

Working closely with the Director of Corporate Services to support, develop and co-ordinate the delivery of SCMA's ECMS (database and website). To provide effective, efficient and accurate administrative support services for the organisation.

KEY TASKS:

- Plan, organise and manage own workload to ensure monthly reporting functions are achieved.
- Responsible for maintaining the effective operations of the ECMS including liaising closely with our external partner.
- Liaise with staff and external partners to develop the ECMS in line with organisational requirements.
- Responsible for updating, monitoring and interrogating the data within the ECMS to produce statistical information and reports.
- Responsible for supporting and training staff including the development of resources and providing reports as required.
- Provide support to stakeholders of the Association by dealing with membership renewals and co-ordinating the distributing of materials on a daily basis.
- Work closely with the Director of Corporate Services to liaise with the insurer to ensure our members public liability insurance requirements are met.
- Assist the Marketing and Communications Team to review and update the website, using analytics to monitor and measure user engagement. provide technical support to review and update the website.
- Assist with maintaining and updating the resources and documentation within the Membership Dashboard.
- Issue e-mails via the ECMS system supplied by the Marketing & Communications Team.

Organisational requirements:

- Become an effective member of the Helpline team.
- Meet regularly with your Line Manager for support, supervision, and annual appraisal.

- Read the Health and Safety document and be aware of the health and safety of yourself, your colleagues and visitors to the office.
- Work at all times in a manner consistent with SCMA's policies and procedures.
- Take responsibility for your own personal development and contribute to in the organisation's 'Engaging in Our People' approach.
- Responding positively to changing business needs may require you to carry out other mutually agreed tasks that are necessary to fulfil the job purpose.

PERSON SPECIFICATION

Essential

High Standard of Education/Qualifications
Is methodical, tactful, self reliant and good humoured
Ability to keep confidential information.

CAREER EXPERIENCE

Essential

Experience managing and interrogating databases
Experience in data manipulation using common tools like Excel
Updating, monitoring and analysing statistical information
Proven ability in organising information, prioritising work and forward planning
Experience in collaborative working
Proven ability in co-ordinating administrative procedures and working as part of a team.

KNOWLEDGE

Essential

Microsoft software computer packages including knowledge of Excel and Word packages. strong excel skills are essential

Desirable

Experience of updating websites
Relevant childcare and voluntary sectors networks in Scotland and the UK.
Knowledge of charity sector, Local Authority and Scottish Government funding environment (procurement, contracts, grants, service level agreements).

SKILLS

Essential

High standard of accuracy and attention to detail (data entry and reporting)
Ability to forward plan and manage
Ability to work under pressure and to deadlines
High standard of written and spoken communication
Strong organisational and time management skills.
Strong interpersonal skills with the ability to work on own initiative and as a part of a team
Good humoured, tactful, and self-reliant.
Excellent communication and interpersonal skills
Ability to keep confidential information.

Desirable

Willingness to develop skills and undertake any relevant training
Ability to develop procedures to aid the smooth running of Corporate Services

PERSONAL CIRCUMSTANCE:

Ability to work flexible hours and occasionally away from home overnight