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|  | **HIGH LIFE HIGHLAND****JOB DESCRIPTION** |

**JOB TITLE**: Relief Clerical Assistant 2

**SALARY**: £13.12 per hour

**LOCATION:** Inverness Botanic Gardens, Inverness

**HOMEWORKING:** This post is not suitable for homeworking

**RESPONSIBLE TO:** Facilities Manager

**JOB PURPOSE:** To provide administrative support for Inverness Botanic Gardens and Grow Project. Ensuring the efficient execution of all associated administrative and reception duties

**KEY DUTIES AND RESPONSIBILITIES INCLUDE:**

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|  | * Actively promote a positive and collaborative workplace culture that supports the Charity’s purpose of Making Life Better and i-care values to increase morale, productivity and performance.
* Provide a high standard of administration clerical and typing support, using MS Office packages as required, including word processing, spreadsheets and preparation of presentations
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|  | * Be responsible for opening, recording and distribution of mail, office cover and other duties
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|  | * Ensure filing, photocopying, record-keeping and statistical information are up to date.
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|  | * Make arrangements for meetings, including booking of venues, catering, agenda preparation and minute taking as required
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|  | * Deal with enquiries, including members of the public, referring telephone calls to appropriate members of staff and giving information or taking messages as appropriate;
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|  | * Act as first point of contact for all enquires at IBG and manage bookings. From time to time meet clients face to face
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|  | * Manage event bookings diaries for IBGN.
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|  | * Issue invoices and manage payments.
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|  | * Process all income from sales, donations, events, grants, direct debits and banking
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|  | * Financial administration including sourcing, ordering and processing of invoices using the organisation’s financial systems and to carry out duties as petty cash holder.
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|  | * Personnel administration, including maintenance of staff information, recruitment administration, absence returns, leave recording, timesheets and wages spreadsheet
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|  | * Assist with making staff travel arrangements, and checking of staff travel and subsistence claims
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|  | * Maintain security of the reception at all times, adhering to data protection policy and ensuring confidentiality is preserved
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|  | * Display and monitor current information regarding activities, customer notices and display boards
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|  | * Assist in managing social media accounts for IBGN including liaising with Corporate Marketing and Communications Team
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|  | * Provide office cover for other areas of HLH when required
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|  | * Keep reception, office, toilets and public areas clean and tidy.
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|  | * Carry out building integrity check and report defects found.
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|  | * Assist with compliance checks; fire alarm, first aid boxes, fire extinguisher, etc
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|  | * Development of sales area, from selecting and ordering stock to display and stocktaking.
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|  | * Maintain and improve established administration systems.
* Pursue continuous professional development and contribute to the continuous improvement of Inverness Botanic Gardens and High Life Highland as a whole.
* Attend and undertake any training online or in person.
* Aim to reduce wastage and uphold our environmental values of being as sustainable as possible in all tasks.
* Assist and support other areas of High Life Highland with particular projects, training or in the event of holidays or sickness working cross-functionally across the Inverness Botanic Gardens team.
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|  | **Other Duties:** You may be required to perform duties, appropriate to the post, other than thosegiven in the job specification. The duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations it will be necessary to update this job specification from time to time. |

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|  | **HIGH LIFE HIGHLAND****PERSON SPECIFICATION** |

**JOB TITLE:** Clerical Assistant

**LOCATION:** Inverness Botanic Gardens

**ESSESTIAL ATTRIBUTES:**

In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:-

1. **EXPERIENCE**
* Previous experience of working in a busy office environment
* Previous clerical experience
1. **EDUCATION AND QUALIFICATIONS**
* Good general level of education, minimum of 3 standard grades including English, or equivalent work experience
1. **SKILLS/ATTRIBUTES GENERAL**
* Able to work as part of a team
* Attention to detail
* Able to work under pressure and to deadlines
* Good typing/IT skills
* Work on own initiative
1. **SKILLS/ABILITIES SPECIFIC TO THE POST**
* Knowledge of Microsoft Office packages
* Knowledge of Integra and Banking procedures
* Excellent telephone manner
* Good typing skills
* Good organisational skills
1. **INTERPERSONAL AND SOCIAL SKILLS**
* Good communication skills
* Flexibility
* Good sense of customer care in dealing with the public
* Diplomacy and tact
* Confidentiality
* Pleasant manner

*High Life Highland (HLH) is committed to the protection and safeguarding of vulnerable groups, including children and protected adults and believes that they should never experience any kind of abuse. It has a responsibility to promote the welfare of those in vulnerable groups and to keep them safe and to practice in a way that protects them. HLH expects all those with whom the Charity engages to share this position. Where applicable, new positions will be subject to the appropriate level of Disclosure Scotland checking; identity checks (address, date of birth), employment/experience history, two references (one of which must be most recent employer, where appropriate), qualifications, Right to Work in the UK (where applicable). The above will apply to anyone working on behalf of HLH (paid or unpaid) including all board directors, staff, workers, volunteers, agency staff and students.*