

Resource & Admin Officer

Role Description

Division:	Community Services
Department:	Community Development
Location:	Edinburgh (Causewayside House) Office working minimum of 3 days per week and home working (blended working)
Geographical focus:	Scotland-wide
Contractual status:	Permanent
Hours:	35 hours per week
Line Manager:	Head of Community Development
Direct Reports:	None
Salary:	£25,327.25 - £27,629.84 pa (depending on experience)

Job Purpose

Our people are central to our success in delivering services for older people in Scotland. We pride ourselves on having a positive working environment and culture.

Our mission is to inspire, involve and empower older people in Scotland, and influence others so that people can enjoy better later lives.

As Resource and Administration Officer, you'll play a key role in supporting the Community Development team by providing high-quality information and administrative support. You'll be a central point of contact for Age Scotland members, building strong professional relationships and ensuring their voices remain at the heart of our work. Your responsibilities will include administering membership systems, the community grants programme, member events, and the Age Scotland Awards. You'll also help develop, monitor, and refine systems and procedures to maximise organisational efficiency.

Living our values, you will adopt an inclusive, accessible and open approach to engaging with Scotland's diverse communities of older people. You will work with integrity, while involving, inspiring and empowering other colleagues and members so that together we can create better outcomes for older people in Scotland.

Team Structure



What you'll do

- Provide flexible admin support for the Community Development Service by:
 - Triaging requests for Community Development support to the relevant Community Development Officer
 - Ensuring the Community Development Team has the latest Age Scotland publications and up-to-date resources
 - Supporting the delivery of team meetings by preparing paperwork, taking minutes and organising travel and catering when required
 - Organising team calendars and SharePoint folders
 - Providing additional administrative support to the Community Development Team as required
- Support the delivery of Age Scotland's Membership and Community Grants Programme by:
 - Leading the processing of memberships and grant applications; ensuring member materials are distributed and the CRM system is accurate and up to date.
 - Handling digital and physical applications, including scanning, filing, printing, and posting.
 - Reviewing and improving systems and processes to enhance service delivery.
 - Preparing and collating materials for reports, presentations, and resources such as case studies, surveys and other relevant information
- Assisting in the delivery of the Age Scotland Awards and member events by:
 - Coordinating invitations and RSVPs
 - Preparing paperwork, badges and other event materials
 - Collating feedback and other relevant data to feed into evaluation reports
 - Providing Community Development Officers with support to deliver smaller member meetings, as/when required.

- Facilitate membership communication by:
 - Responding to membership and general enquiries.
 - Co-producing and distributing quarterly membership newsletters.
 - Supporting the communications team with content coordination for the Age Scotland website and social media
- Represent Age Scotland at events, meetings, and conferences, promoting our work and engaging with members.
- Carry out other administrative tasks as required.

What you'll bring

Knowledge & Experience:

- Proven experience providing high-quality administrative support, including organising both online and in-person meetings and events.
- Track record of delivering excellent customer service.
- Experience managing internal data and generating management reports.
- Confident communicator, able to engage clearly with a wide range of audiences.

Skills & Qualities:

- Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook) and virtual meeting platforms such as Teams and Zoom.
- Awareness and understanding of social media platforms such as X (formerly Twitter) and Facebook.
- Experience of maintaining and updating databases.
- Ability to develop and maintain high quality systems for the management of information and data reporting.
- Experience with Charity Log or similar Customer Relationship Management (CRM) systems is desirable.
- Experience of managing and storing electronic data in line with GDPR (desirable).
- Experience of supporting the delivery of events or meetings
- Ability to work with team colleagues in a manner consistent with the values of the organisation and high levels of empathy with the mission of the charity.
- Good organisation and planning skills.
- Strong attention to detail and accuracy in all areas of work.
- Ability to organise own workload and prioritise urgent matters as they arise.
- Ability to build relationships with internal and external contacts.

Additional requirements

- A keen interest and proactive approach to your own professional development.
- Commitment to the aims and vision of Age Scotland and the ability to demonstrate our values (Empowering, Inspiring, Inclusive & Integrity) in your work.
- Commitment to work alongside and support volunteers.

- An understanding of and commitment to equal opportunities.
- Willingness to work from the Edinburgh Office when required (NB, travel costs from home to the office will not be reimbursed by Age Scotland).
- Employees are expected to have a suitable homework space with a good broadband connection for occasional home working.
- The role requires occasional travel in Scotland involving possible overnight stays (expenses will be reimbursed in line with Age Scotland's expenses policy).
- Employees are expected to undertake any and all other reasonable and related tasks allocated by their Line Manager.
- Employees enrolled in Multi-Factor Authentication (MFA or 2FA) will be expected to install and maintain an app on either their personal or work mobile device.