

## Events & Administrative Officer

Fixed term contract until 31 March 2024.

<b>Hours:</b>	35 hours per week
<b>Reports to:</b>	Senior Operations Manager
<b>Salary:</b>	Circa £24,000
<b>Location:</b>	Home working arrangements will be in place while Scottish Government restrictions remain in place. Office accommodation in central Edinburgh will be available from September (tbc). Flexible working arrangements will be considered.
<b>Application Deadline:</b>	Tuesday 17 <sup>th</sup> August – 1700h
<b>Interview Date:</b>	Monday 30 <sup>th</sup> & Tuesday 31 <sup>st</sup> August

### Job Context

In October 2016, after meeting with and listening to children and young people in care, Scotland's First Minister announced, "an independent, root and branch review of the care system" to look at "the underpinning legislation, practices, culture and ethos".

The Independent Care Review's (Care Review) aim was to identify and deliver lasting change in Scotland's 'care system', leaving a legacy that will transform the wellbeing of infants, children and young people.

It began its work in February 2017 and concluded on 5 February 2020 with the publication of [seven reports](#). On the same day, in the Scottish Parliament, the First Minister [pledged to #KeepThePromise](#) a commitment that got the support of all political parties. Over 5,500 children and adults engaged with the Care Review and organisations, institutions, bodies, communities and groups all across Scotland also pledged to #KeepThePromise.

Between February 2020 and March 2021, due to COVID-19 restrictions, a small Promise Team was incubated within Scottish Government. During this time, its achievements included:

- Detailed and robust engagement with a wide range of organisations and others on the actions, identified in the Care Review, that are necessary for change and

to deliver transformation of Scotland's 'care system'. This has also included detailed analysis of the responses from over 100 organisations on the work they are taking forward to #KeepThePromise.

- Appointed a 20 strong Oversight Board and met the commitment to ensure 50% representation on the Board of people with lived experience of Scotland's system of care.
- Produced [Plan 21-24](#) in March 2021.

On 1 April 2021, The Promise Scotland was established as a legal entity and operates independently of Scottish Government.

Following significant engagement with every children's services partnership and key national agencies, The Promise Scotland published [Change Programme ONE](#) on June 25 2021. This included 25 actions required to be delivered by March 2024 for **Plan 21-24** to be fully implemented and the goal of the promise being kept by 2030, and The Promise Scotland becoming obsolete. It also includes the support offers which The Promise Scotland will lead to achieve the changes required.

### **Job Purpose - Events and Administrative Officer**

This role has primary responsibility to manage the administration and support to The Promise Scotland with particular emphasis on working with the Support Team. One of the major aspects of this role will be to organise and manage this team's external work programme and to co-ordinate the project plans which this team is leading. The administrator will work collaboratively with all members of the organisation to provide an accurate and effective administrative service to the team.

The Events & Administrative Officer will be a highly competent and enthusiastic individual who has demonstrated experience within a complex office environment. They must be proficient, proactive and methodical in their ability and able to prioritise and manage challenges and individual workloads. As this is a public facing role, the individual will be the first point of contact with external contacts so excellent customer service experience is essential. The post holder will provide an efficient and high-quality administrative support service to the team and external contacts ensuring they experience a professional and well-run office.

### **Main activities and responsibilities**

#### **Meetings, Events & Travel Management**

- Arrange and provide support for a number of departmental meetings: setting dates, booking rooms, preparing papers, taking minutes, timely circulation of papers.

- Arrange meetings at other venues as required, ensuring key attendees are available, booking facilities, confirming arrangements and, if required, managing arrangements on the day.
- Plan external events, managing the logistics, assuming responsibility for running the events, ensuring the target audience is engaged and the message is clearly conveyed.
- Assist in the arrangement of travel and accommodation as required ensuring value for money is met at all times.
- Support the diary management of other team members as required.
- Provide the first point of contact for any queries or requests from participants of the events programme.
- Liaise with the External Affairs Team to make sure all events information, joining instructions etc are accurate and communicated well and on brand.

### **Office & Administrative Support**

- Provide a high-quality administrative service including administration of local file management.
- Support the Support Team with document management, finalising of word and excel documents as required, and provide administrative support including regular status reports that capture progress and priorities.
- Update management systems accurately and within agreed timeframes.
- Where/as required, carry out duties in relation to office management such as stationery, IT, furniture, security, and health and safety.
- Provide the Head of Support with financial tracking reports of team and project budgets.
- Track progress of project documentation and send reminders where appropriate, ensuring records are accurate and up to date.
- Carry out duties involving photocopying, filing and posting as required.
- Assist all members of the Support Team in the production of documentation to a high standard.
- Maintain levels of stationery, placing orders when required.

### **Email and IT**

- Support the Finance & Administrative Officer to ensure the smooth running of the IT system on MS Office and Teams.
- Utilise modern office technology for efficient administrative and clerical activities including diary management, calendars and meetings for the Support Team.
- Manage documents on Teams and other shared working areas to support the Support Team in collaboration with the rest of the organisation.

- Actively monitor generic email accounts to ensure all messages are replied to, sent to relevant members of the team and ensure the wider team are informed about responses.

### **Essential Criteria**

- Excellent and comprehensive customer service experience.
- Events management experience – from organising and facilitating through to executing.
- Strong experience in using Microsoft Office apps including Word, Excel and PowerPoint as well as considerable experience in using MS Teams.
- Strong IT skills, able to work with new systems and support team members to use systems effectively and with strong word processing skills that support the production of high-quality documents.
- The ability to manage administrative processes and diary management.
- Good relationship management skills to work with organisations and others to ensure effective and collaborative working.
- A flexible approach, able to operate in a new and shifting environment.
- A proactive and methodical approach to work and work challenges, with the ability to prioritise and manage own workload according to business needs.
- An understanding of social media accounts so that they are comfortable managing messaging and posts.
- Excellent communication and interpersonal skills, both internal and external.
- Lived experience of care and/or deep, demonstrable understanding of the principles established by the Independent Care Review.

### **Working Conditions**

Pending the move to a newly established office in central Edinburgh, The Promise Scotland will operate flexible working arrangements seeking to meet the needs of its individual team members while also able to fulfil the activities set out in Plan 21-24, within a positive and supportive team culture and environment.

As with each member of The Promise Scotland team, contracts of employment are fixed-term and offered until 31 March 2024 unless a shorter period is agreed or required.

Candidates with lived experience of care or candidates with a disability who meet the essential criteria outlined will be invited to interview.

### **Application**

If you would like an application form, or to speak to a member of the team about this post, please email [jobs@thepromise.scot](mailto:jobs@thepromise.scot).