

ROLE PROFILE

Role details

Job title Office co-ordinator (part time @ 3 days per week)	Department Lantra Scotland
Responsible for No direct reports	Location Perth office
Line manager Scotland Director	Created March 2017 Updated: January 2019

Job goal

To co-ordinate Lantra's Perth office and administration work in Scotland, supporting colleagues and project delivery, and championing quality and health and safety

Role responsibilities

Responsibility	Outcomes and measures
Provide effective team and project administration for Lantra's work in Scotland, including day to day running of the Perth office	Effective team working, functional office environment, accurate records and evidence of activities, and successful project delivery
Co-ordinate effective financial processing, monitoring and reporting for Lantra's work in Scotland	Accurate and up to date financial records, including purchase orders, invoices, budget coding, credit card transactions and petty cash
Communicate, co-ordinate and monitor quality procedures and actions for Lantra in Scotland, linking with UK colleagues as required	High quality working practices (including Vivaldi records), regular communications and positive feedback from internal and external audits
Communicate, co-ordinate and monitor health and safety procedures and actions for Lantra in Scotland, linking with UK colleagues as required	Safe working practices, accurate records and regular communications relating to health and safety in Scotland
Support Scotland team colleagues to organise and deliver successful meetings and events as required for successful project delivery and team working	Regular structured team meetings, with actions noted, and successful facilitation of external meetings and events specifically including the Royal Highland Show and Land-Based and Aquaculture Learner of the Year Awards
Receive and respond to enquiries via telephone, e-mail, post and face to face, providing excellent service to internal and external customers and with responsibility for monitoring and recording Lantra Scotland e-mails and post	Prompt, accurate and courteous responses to enquiries, referring on as required, and in accordance with Lantra's Customer Service Charter.
Support Scotland team and UK colleagues in raising awareness and understanding of Lantra's work in Scotland, including through online channels (e.g. intranet, website and social media)	Evidence of awareness, understanding, positive press coverage and

Role dimensions

Budget responsibility Monitor and report on relevant office and project budgets	Number of direct / indirect reports None
Help to deliver Lantra's business plan and work plan objectives in Scotland by co-ordinating effective office and project administration, quality processes and safe working practices	

Person Specification

Knowledge and skills

<p>Essential</p> <ul style="list-style-type: none"> • Effective office and project administration processes; • Business finance processes and systems, including monitoring and reporting; • Quality processes, including audit requirements; • Health and safety processes, monitoring and reporting; • Meeting and event organisation and support, including recording notes and actions; • Microsoft Office applications, including Word, Excel and Outlook; • Internal and external customer service excellence 	<p>Desirable</p> <ul style="list-style-type: none"> • Land-based and aquaculture business sector in Scotland; • Customer relationship management database; • Lantra's products and services; • Websites and social media
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Experience

<p>Essential</p> <ul style="list-style-type: none"> • Effective administration in an office environment, including project support; • Business finance processes and systems, including monitoring and reporting; • Health and safety processes, monitoring and reporting; • Meeting and event organisation and support, including recording notes and actions; • Working with potentially conflicting demands, and prioritising workload accordingly; • Working in a customer facing environment, with responsibility for meeting customers' needs; • Supporting project delivery 	<p>Desirable</p> <ul style="list-style-type: none"> • Quality processes, including audit support
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Qualifications

<p>Essential</p> <ul style="list-style-type: none"> • Minimum SCQF level 7 in Communication 	<p>Desirable</p> <p>None</p>
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<ul style="list-style-type: none"> • Educated to Scottish Vocational Qualification (SVQ) level 3 (SCQF Level 6) or equivalent in a relevant subject such as business administration 	
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Behaviours

Behaviour	Outputs (<i>what they need to be able to do</i>)
Customer First	<ul style="list-style-type: none"> • Put customers first. • Actively listen to their needs. • Offer a service that adds real value
Commercially Driven	<ul style="list-style-type: none"> • Be easy to do business with. • Flexible and quick to respond. • Provide practical and sustainable solutions.
Camaraderie	<ul style="list-style-type: none"> • Bring the best of ourselves to work. • Listen, learn and respect each other. • Support colleagues. • Encourage team work.
Collaborative	<ul style="list-style-type: none"> • Work in partnership with our customers sharing knowledge, supporting them and providing opportunities to influence future developments.