



## Job Description

<b>Job Title:</b>	Office & Facilities Administrator
<b>Salary Scale:</b>	2a
<b>Salary:</b>	£24,500 FTE
<b>Hours:</b>	35 Hours
<b>Location:</b>	Office based
<b>Annual Leave:</b>	25 days per year, rising to 28 days after 5 years; 10 Public Holidays (Pro rata) and 4 Gifted Days
<b>Pension:</b>	Employer pension contribution equal to 8% of salary will be paid.
<b>Reporting to:</b>	The post reports to the Depute Chief Executive Officer with whom the postholder can expect regular meetings and an annual appraisal.

## Role Summary

The Office & Facilities Administrator supports the smooth day-to-day running of VAO's office facilities, ensuring a professional, safe, and welcoming environment for staff, tenants, and visitors. This is a practical hands-on administrative role, delivering essential office services, supporting third-sector organisations, and liaising with tenants.

The role includes carrying out general facilities tasks, basic maintenance coordination and efficient administrative support. This role is well suited to someone who enjoys variety and is committed to delivering reliable and high-quality customer service.

## Key Responsibilities:

### Facilities Support

- Assist in maintaining a safe and compliant office environment, adhering to health and safety standards including fire regulations.
- Liaise with external contractors and suppliers for routine maintenance and repairs.
- Organise room bookings, workspace arrangements and meeting room setups
- Monitor office equipment, ensuring basic upkeep and availability

### Office Services:

- Provide core office services such as printing, mail handling, ordering supplies and basic stock control
- Support third-sector groups/members with their office service needs, ensuring timely and professional support.

- Help maintain simple, effective office systems and administrative processes

#### **Tenant Support:**

- Be the main contact for tenants regarding day-to-day requests and office matters
- Maintain positive relationships by responding helpfully and professionally to enquiries

#### **Reception and Administration:**

- Carry out reception duties, welcoming visitors, answering phones, and managing emails and general enquiries
- Provide administrative support for meetings, including preparing agendas, taking minutes, and tracking actions.
- Maintain up to date records for facilities, tenants, and office services.

#### **Team and Organisational Support:**

- Work with colleagues across the organisation to support VAO's operations and events
- Assist with planning and setup for occasional events, which may include evening or weekend involvement.
- Contribute ideas to improve service delivery and office organisation.

#### **Demands of this post**

This role required the ability to manage a varied workload and prioritise tasks effectively.

The postholder should have strong interpersonal and communication skills to work confidently with colleagues, tenants and external contacts.

#### **Working Conditions**

This post requires:

- Occasional use of public transport to travel to meetings or events
- Requirement to use Visual Display Unit equipment continuously on most days.
- The role is based at the VAO office in Orkney, with regular interaction with staff, tenants, members, and community organisations.
- Some physical activity will be required, such as setting up rooms or moving light office equipment.
- Evening or weekend work may occasionally be required to support organisational, or tenants needs

## Person Specification

The Person Specification listed below, outlines the knowledge and skills required to successfully function in this role. The specifications cover a variety of areas pertaining to the role, for example, the level of education/experience required, supervision received, and analytical skills and ability required for the job.

**Essential Requirements** are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess.

**\*Means of Assessment:** Application (A); Interview (I); References (R)

Essential	Assessment Method*	Desirable	Assessment Method*
<b>Knowledge/Education/Qualifications/Job Experience</b>			
<ul style="list-style-type: none"> <li>Requires practical and procedural knowledge across a technical or specialist area, or similar knowledge for the organisation.</li> <li>Qualifications of at least Highers or SVQ Level 2 or equivalent,</li> <li>OR</li> <li>Formal off-the-job training required, or 1 to 3 years' relevant work experience.</li> <li>Experience of delivering customer service and dealing with a range of internal and external stakeholders in a support or administrative environment.</li> </ul>	A / I / R	<ul style="list-style-type: none"> <li>Knowledge of working within a third-sector or membership-based organisation.</li> <li>Understanding of inclusive communication practices.</li> </ul>	A / I
Demonstrable practical procedural knowledge: <ul style="list-style-type: none"> <li>Proficiency in office software (e.g., Microsoft Word, Excel, Outlook) and ability to operate basic data and booking systems.</li> <li>Experience in handling standard office procedures such as room bookings, printing, ordering supplies, and basic stock control.</li> <li>Basic knowledge of office and facilities equipment with the ability to coordinate simple maintenance or testing routines.</li> <li>Experience in managing incoming communications and providing helpful, responsive customer service to internal and external users.</li> </ul>	A / I	<ul style="list-style-type: none"> <li>Familiarity with building maintenance, or room booking systems.</li> <li>Experience supporting events or meetings (e.g., setting up AV equipment or preparing spaces).</li> <li>Understanding of GDPR and handling sensitive or confidential information securely.</li> </ul>	A / I

Essential	Assessment Method*	Desirable	Assessment Method*
<p>Theoretical knowledge:</p> <ul style="list-style-type: none"> <li>• Understanding of standard office administration practices, including basic recordkeeping and file management.</li> <li>• Awareness of workplace health and safety procedures</li> <li>• Basic understanding of organisational protocols and when to escalate tasks or issues to line management.</li> </ul>	A / I	<ul style="list-style-type: none"> <li>• Knowledge of the third-sector context or voluntary/community-based service delivery.</li> <li>• Awareness of inclusive communication and accessibility considerations in public-facing roles.</li> <li>• Knowledge of risk assessment practices or premises safety checks</li> </ul>	A / I
<p>Demonstrable Experience:</p> <ul style="list-style-type: none"> <li>• Ability to organise and prioritise a varied administrative workload with competing demands.</li> <li>• Experience in communicating clearly and courteously with a wide range of people, including colleagues, tenants, and suppliers.</li> <li>• Confidence in responding to day-to-day requests, using initiative to resolve common problems or queries.</li> <li>• Experience taking accurate notes or minutes and tracking follow-up actions.</li> <li>• Evidence of working both independently and as part of a small team to deliver services in a busy environment.</li> </ul>	A / I / R	<ul style="list-style-type: none"> <li>• Experience working in a reception or first-point-of-contact role.</li> <li>• Experience in supporting or promoting events, either internal or external.</li> </ul>	A / I
<b>Communications</b>			
<ul style="list-style-type: none"> <li>• Work is limited to information giving.</li> <li>• Have some contact with others, both internally and externally, face to face or by other means, online, telephone, email etc.</li> <li>• Exchange routine information via Teams, Zoom, telephone, letter, in person.</li> <li>• Communicate with good written or verbal skills to ensure that information is understood by the recipient. Information is straightforward and relies on technical understanding.</li> </ul>	A / I / R	<ul style="list-style-type: none"> <li>• Experience contributing to internal communications, such as drafting notices, email bulletins, or signage.</li> <li>• Experience using communication tools such as shared calendars, online booking platforms, or</li> </ul>	A / I

Essential	Assessment Method*	Desirable	Assessment Method*
		intranet messaging systems.	
<b>Staff / Volunteers Responsibility</b>			
<ul style="list-style-type: none"> <li>Shared supervisory responsibility over directly employed people or volunteers. This will normally mean that the postholder manages workers / volunteers with others and their responsibilities are confined to day-to-day advice and guidance and not situations which may have a significant ongoing implication for individual employees.</li> </ul>	A / I / R	<ul style="list-style-type: none"> <li>Experience supporting the induction of new volunteers or staff.</li> </ul>	A / I
<b>IT and Data Resources</b>			
<p>The work regularly involves some direct responsibility for resources and/or information:</p> <ul style="list-style-type: none"> <li>handling and processing of highly sensitive manual or computerised information where care, accuracy, confidentiality, and security are essential.</li> <li>regular use of equipment (value over £2000) for which the job holder takes responsibility.</li> <li>ordering/procurement or stock control of a wide range of equipment and supplies</li> <li>continual review and adaptation of information systems.</li> </ul>	A / I	<ul style="list-style-type: none"> <li>Awareness of cyber hacking practices (e.g. recognising phishing attempts, safe data handling online).</li> </ul>	A / I
<b>Finance</b>			
<ul style="list-style-type: none"> <li>Experience of administering invoices to signatory for payment</li> <li>Ability to create Purchase Orders</li> <li>Experience of petty cash management</li> </ul>	A / I	<ul style="list-style-type: none"> <li>Familiarity with basic spreadsheet use for tracking stock data.</li> </ul>	A / I
<b>Training</b>			
<ul style="list-style-type: none"> <li>Experience of delivering induction training on a range of subjects or design and delivery of specialist training within its own remit</li> </ul>	A / I	<ul style="list-style-type: none"> <li>Willingness to participate in external CPD or training relevant to health and safety or facilities coordination.</li> </ul>	A / I

Essential	Assessment Method*	Desirable	Assessment Method*
<b>Decision Making</b>			
<ul style="list-style-type: none"> <li>• Ability to manage your own workload, with the freedom to act within role boundaries.</li> <li>• Ability to recognise procedures, leaving room to use initiative appropriately.</li> <li>• An ability to respond independently to some unexpected problems and situations, solving problems by identifying and selecting solutions from theoretical knowledge and previous relevant experience, within defined procedures and subject to management direction if required.</li> <li>• Recognise when to access manager for more serious problems.</li> </ul>	A / I	<ul style="list-style-type: none"> <li>• Experience making routine decisions independently, e.g. rebooking rooms or arranging maintenance.</li> <li>• Confidence in suggesting improvements to administrative or facilities-related processes.</li> </ul>	A / I
<b>Leadership</b>			
<ul style="list-style-type: none"> <li>• Ability to provide occasional guidance to other employees.</li> <li>• Experience of understanding which work is directed or checked</li> <li>• Experience of providing functional guidance to internal operating processes</li> </ul>	A / I	<ul style="list-style-type: none"> <li>• Experience acting as a liaison point between tenants of shared spaces.</li> </ul>	A / I
<b>Working Conditions</b>			
<ul style="list-style-type: none"> <li>• Requirement to use Visual Display Unit equipment continuously on most days.</li> <li>• Undertake own risk assessment when meeting with stakeholders</li> <li>• Requirement to physically move equipment</li> </ul>	A / I	<ul style="list-style-type: none"> <li>• Experience supporting or responding to workplace incidents, maintenance issues, or power outages.</li> </ul>	A / I