**Sector Support Assistant**

**Job Description and key requirements of role**

**Summary**

Voluntary Sector Gateway West Lothian (VSGWL) is the Third Sector Interface (TSI) operating in West Lothian. Our primary purpose is to promote, develop and support West Lothian`s Third Sector. We work in partnership with the voluntary sector and key statutory and public stakeholders to improve the lives of individuals and communities across West Lothian.

**Role Overview and Responsibilities**

We wish to further develop the scope and range of our sector support to meet new and emerging needs. The post is a newly created role specifically to support the work of the wider Third Sector Organisations (TSOs) throughout West Lothian and to assist the smooth operation of VSGWL activities.

VSGWL requires an individual with excellent planning, organisational and interpersonal skills to join our team. You will provide administrative support to a range of external meetings and forums, provide secretarial support to various internal meetings and support the smooth running of our meeting room hire / conferencing facilities.

*You will be:*

* Someone who is innovative and able to support others to succeed in a fast paced, evolving environment.
* Committed, results-driven and supportive to the needs of others, you will contribute to supporting the needs of the sector and the key objectives of VSGWL.

**Key requirements of role**

**Systems, Operations and Admin**

* Excellent organisational and administration skills.
* Take accurate action notes from in person and online meetings promptly and effectively.
* Provide secretarial support to various external forums and meetings as well as internal meetings.
* Carrying out general office administration and acting as front of office for general enquiries.
* Maintain office records accurately and comply with data protection.
* Ensuring compliance with data protection legislation and GDPR requirements.

**Resource Management**

* Manage VSGWL meeting/training room bookings and calendar.
* Monitor and restock essential office supplies such as tea, coffee, milk, stationery and cleaning supplies.

**Communications**

* Provide outstanding customer service – excellent listener, skilled at identifying customer needs and offering suitable solutions in a supportive way.
* Contribute to the production of content for VSGWL website and other social media platforms as necessary.
* Use the Salesforce database to provide regular reports, statistics and KPIs.

**General Duties**

As a member of the VSGWL staff team, the postholder will be expected to perform a number of general duties consistently and effectively:

* + - Comply with VSGWL policies and procedures.
		- Comply with and contribute to VSGWL’s work of continuous quality improvement.
		- Actively participate in staff team planning meetings.
		- Carry out other non-recurring duties as arise from time to time, and occasionally help cover duties during the absence of other team members.
		- To undertake any other reasonable task required of the post by the line manager.

**Essential Criteria**

* Excellent ICT skills and experience including – Microsoft, Windows and Excel, SharePoint, Facebook and Twitter.
* Experience of taking minutes and providing administrative support in fast paced environment
* High level of accuracy, with excellent attention to detail.
* Positive `can-do` attitude, diplomatic and confident nature
* Ability to exercise independent judgement, reasonable care, skill and diligence.

**Desirable criteria**

* Experience of Third Sector
* Experience of Salesforce or knowledge of different management information systems

**Personal qualities**

* Good interpersonal skills and flexibility for different audiences
* Honesty, tact, diplomacy and integrity
* Approachable, confident and at ease with others.
* Ability to work well as part of a team and on your own.
* Commitment to the principles of confidentiality, and equality of opportunity.