



Support Services Officer

35 hours per week, Hybrid working available.

Based at our includem office in Stirling, occasional paid travel to additional offices required.

Annual starting salary: £18,475

We are includem

An established Scottish charity helping children, young people and families in challenging circumstances to transform their lives by providing intensive, bespoke support.

Our model of support is based upon building solid relationships of trust. Through this approach we are able to help children and young people to make positive life choices and progress towards the type of future they want to live.

Includem would be nothing without its people. We have over 100 brilliant and dedicated colleagues working across Scotland to provide the support young people need to make positive changes in their lives, and inspire a more hopeful future for young people, their families, and communities.

What does the role involve?

You will work as part of the Support Services Team to deliver high quality administrative support to the organisation, providing an effective and accurate service that will meet the needs and demands of the various functions within includem. The role requires you to be the first point of contact for the organisation including answering the Helpline available to the young people and families we support and directing these calls to the appropriate staff member. You will be expected to work independently and as part of a team both at home and in a busy office environment.

Main duties and responsibilities:

- Answering the includem helpline and business phone lines in a polite and professional manner and directing these calls to the appropriate person.
- Providing a front of house service that conveys our professional image to both internal and external stakeholders
- Ensuring adequate supplies such as stationery, cleaning materials and other office supplies are kept up-to-date
- Confidently using database systems to accurately input and extract data
- Maintenance and input of our internal database ensuring it is both up to date and accurate and when required to produce information in a professional format for both internal and external stakeholders



- Monitor and audit spend associated with staff expenses and check submissions in line with internal and external audit requirements
- Actively participate at a local and organisational level in improving and developing services and systems

Skills & Experience

- Experience of administrative work in a busy office environment
- Relevant experience in answering telephone calls and providing a professional front of house service.
- Excellent IT Skills with proficiency in the use of Microsoft Office including Word, Excel and Outlook
- The ability to react sensitively and confidentially to the client group and the ability to deal with confidential matters in a sensitive and discreet manner
- The ability to organise and prioritise workload and to work on own initiative at times, but also well as part of a team.
- Good self and time management skills
- Evidence of strong communication and interpersonal skills to support working with internal colleagues, service users and external agencies.
- An adaptable and flexible approach to hours of work and duties
- Committed to self-development
- Educated to SVQ Level 2 in Business & Administration, or equivalent

We value our Team - benefits include:

- A full and robust training and induction programme
- Holiday entitlement of 28 days rising to 31 with length of service and 9 public holidays
- Enhanced Employer Pension Contributions
- Free Confidential Employee Counselling Service
- Access to Mental Health First Aiders across the organisation
- Company Mobile Phone and Laptop
- Scottish Council for Voluntary Organisations Credit Union
- Discounted holidays and associated benefits
- Access to discounts for charity workers which includes gym memberships, high street shops, online retailers, travel, insurance
- Flexible and agile working and Family friendly policies

If you would like more information regarding this role, please contact us on 0141 427 0523 to arrange an informal chat with the Business Support Manager or contact emma.hyndman@includem.co.uk

The closing date for applications is Sunday 11th December 2022

