# Administration and Operations Officer

Recruitment Pack

Dear Candidate,

Thank you for your interest in this post.

Social Work Scotland is the professional body for social work managers and leaders. We are a membership organisation with over 350 individual and corporate members. We exist to promote and support the development of the social work profession, and to inform, influence and improve public policy and public services.

We are excited to be recruiting for a key member of our team. As the **Administration and Operations Officer,** you will often be the first person that Social Work Scotland members, key partners and the public interact with. You’ll need to be friendly and professional, highly organised and responsive. The role supports a dynamic team involved in many different, interconnected pieces of work. It’s important that you share the values and principles inherent to social work, bringing a commitment to social justice, equality, and individual dignity.

To apply for this post, **please submit a completed application form.**

Please find included in this pack:

1. Key information, including contact details and summary of the recruitment process
2. Information about Social Work Scotland
3. Job description
4. Person specification

Completed application forms should be sent to Corinne.Groeneveldt@socialworkscotland.org by **11:59pm on Sunday 2 March 2025.**

I look forward to hearing from you.

**Corinne Groeneveldt**

Operations Manager, Social Work Scotland

# 1. KEY INFORMATION

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| **Employer** | Social Work Scotland Ltd. |
| **Work location** | Mix of working from home and office-basedSocial Work Scotland’s office is based at Norton Park, 57 Albion Road, Edinburgh EH7 5QY |
| **Position type** | Full time (35 hours per week) |
| **Salary**  | Within the range £25,000 - £30,000 per annum (depending on experience). |
| **Contract**  | Fixed-term contract of 2 years.Following the end of the contract, we’d look to offer career progression opportunities within the team, or a contract extension, where appropriate. All posts at Social Work Scotland are subject to a probation period, the precise length of which will be indicated in an offer letter.  |
| **Our commitment to equality, inclusion and diversity.** | We are an equal opportunities employer, and we are committed to building an inclusive workplace where everyone is treated fairly and respectfully.**We particularly encourage applications from care experienced, disabled and people from ethnic minority backgrounds.**We believe flexibility is important, and we’re happy to chat to you about flexible and remote working.If you need any adjustments in our interview process, then please let us know too. |
| **Pension** | Auto enrolment pension provided by The People’s Pension, with an employer’s contribution of 6% and an employee contribution of 5% as standard. (Pension contributions may be made to existing pension schemes on request.) |
| **Equipment provided** | Laptop Other IT and/or communications equipment necessary for home working. Social Work Scotland will also provide, where appropriate, equipment to meet specific, individual needs.  |
| **Benefits** | Flexible working arrangements, in respect of the structure of your working week. We also offer salary sacrifice schemes for:* Bike to Work, including Cycle Miles
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| **Start date** | As soon as possible following a formal offer of the post.  |
| **Application process**  | To apply, please provide a completed application form, including details of two work or education related references. (Please state clearly if you do want us to contact references prior to interview.)**Completed application forms should be sent to:** **Corinne.Groeneveldt@socialworkscotland.org** **by 11:59pm on Sunday 2 March 2025.** |
| **Interviews** | **Interviews will be held in person on Tuesday 11 March (may be subject to change).**Shortlisted candidates will be invited for a 45 – 60 min interview (involving a mix of competency / experience and value-based questions). As part of the interview, you will also be asked to complete a short exercise; details of this will be provided to candidates in advance. We will look to hold the interviews in person; however, we can make arrangements for them to be held online if needed. Prior to an offer being made, Social Work Scotland may invite candidates to participate in a second, shorter interview.  |
| **Contact information**  | If you have any questions, please contact:Corinne Groeneveldt (Operations Manager, Social Work Scotland) Corinne.Groeneveldt@socialworkscotland.org |

# 2. ABOUT SOCIAL WORK SCOTLAND

**Who are we and what do we do?**

Social Work Scotland is the professional body for social work managers and leaders. We are a membership body, with members coming from across the public, private and voluntary sectors. We exist to promote and support the development of the social work profession, and to influence and inform public policy affecting social workers, social services and local communities.

Upholding the values which underpin the social work profession, we give importance to every individual’s experiences and voice, and seek to make social justice real through all that we do. We embrace change and encourage collaboration. We are committed to creating opportunities for our members and team through which individuals can develop as compassionate, creative and effective leaders.

We particularly encourage applications from care experienced, disabled and Black, Asian and Minority Ethnic candidates, as these groups are underrepresented throughout the social work profession.

**Our core objectives (as set out in Social Work Scotland’s Articles of Association)**

1. Pursue social justice, human rights and equality for all of Scotland’s citizens
2. Promote the unique role, value and contribution of social work
3. Articulate the expertise and insight of social work managers
4. Inform the development and implementation of policy, at national and local levels
5. Support high-quality and effective leadership within social work and social care
6. Champion research and evidence as the basis of policy and practice
7. Facilitate collaboration and practice improvement among social work and social care providers
8. Shape the direction and development of social work in Scotland

To help deliver these objectives we facilitate a large number of committees and sub-groups, populated by our members. Among these is the Chief Social Work Officers network. Governance is provided primarily by the Social Work Scotland Board, which is made up of company and non-executive directors; it is chaired by Social Work Scotland’s Convenor.

**Our Team**

We have a core team consisting of:

* Director
* Head of Policy and Workforce
* Head of Operations
* Operations Manager
* Administration and Operations Officer
* Finance and Membership Officer
* Communications and Events Lead
* Children and Families Social Work Policy and Practice Lead
* Protecting Children Policy and Practice Advisor
* Adult Social Work Policy and Practice Lead
* Justice Social Work Policy and Practice Lead
* Digital Social Work Policy and Practice Advisor

We also host a number of other staff who are with us for a fixed time, working on a specific project (usually in partnership with Scottish Government or other national partners). At the moment we have fourteen staff in these posts:

* Joint Investigative Interviewing of Children Project x 5
* Self-Directed Support Project x 4
* Social Work Education Partnership x 4

# 3. JOB DESCRIPTION

As the **Administration and Operations Officer**, you will be responsible for organising both online and in-person meetings, managing enquiries from external colleagues and the public, and booking accommodation, travel, and event tickets for the staff team. You will also handle various administrative tasks such as updating the website, maintaining spreadsheets, and providing support and guidance to the wider staff team. Additionally, you will support the Operations Manager with HR-related tasks including recruitment, GDPR compliance, and HR administration. The role also includes personal assistant (PA) duties for the Senior Management Team.

This post is line managed by and reports to the Operations Manager.

Your **key responsibilities** will be:

**Administration**

1. Organise both online and in-person meetings.
2. Perform PA duties for the Senior Management Team.
3. Update spreadsheets and upload relevant data to the website.
4. Respond to enquiries from external colleagues and the public.
5. Book accommodation, travel, and events for staff members.
6. Organise team meetings by gathering agenda items, setting the chair, and taking notes.
7. Take detailed meeting notes upon request.
8. Reconcile payments and upload invoices that are related to administration tasks.
9. Carry out other general administrative tasks as required.

**Operations**

1. Maintaining HR records.
2. Offering support and guidance to the wider staff team concerning IT training and issues, as well as procuring equipment/software licenses for new staff, etc.
3. Ensuring all documents and files comply with GDPR rules and regulations.
4. Support with recruitment processes, new starters, and leavers.
5. Serving as the main contact for our HR administration software (Breathe HR), ensuring it is kept up to date and addressing any issues that may arise.
6. Carry out other general HR tasks as required.

# 4. PERSON SPECIFICATION

This role demands flexibility, creativity, and good planning. You’ll play an important role within the organisation, engaging regularly with our senior managers, members, and playing a role in high level meetings and discussions. You will be a visible member of the team, making a direct contribution to Social Work Scotland achieving its objectives. An interest in social work and social policy issues will be an advantage.

Short listing and selection will be based on the requirements set out in the criteria below. Please address these requirements in your application form, drawing on experience at work or in a voluntary capacity.

The post holder will have the following attributes:

**Essential Criteria**

1. Minimum of 2 years’ experience working in a role with administration and/or HR responsibilities.
2. Highly competent with Office 365 (Outlook, SharePoint, OneDrive, etc.) and MS Office (Excel, Word, PowerPoint, etc.).
3. Finance experience related to administration tasks.
4. Highly organised; able to plan and deliver to specific timescales.
5. Demonstrable, high-quality spoken and written communication skills.
6. Flexible and responsive; able to cope with the demands of a busy team.
7. Solution focused; able to anticipate issues and prepare.

**Desirable Criteria**

1. Experience working in a PA role.
2. Experience working with Xero online accounting software (or similar packages, such as QuickBooks).

1. Experience of using an HR administration software (such as BreatheHR).
2. Experience organising and supporting meetings (e.g. note taking).
3. Active interest in social work and social policy issues.

Social Work Scotland is a small team of people who work closely together, and we work hard to make our organisation feel supportive, respectful, and inclusive. It’s important to us that the person who joins in this role will benefit from this environment but also contribute to it with their own skills and personality.