

Administrator Job Description

6-month fixed term contract

Responsible to: Foodbank CEO

Responsible for: Administration for the foodbank

Full-time: Part time (15-20 hours)

Shift Pattern: Thursday & Friday 9am till 5pm and another afternoon

Salary: (based on real living wage)

Overall responsibility of the job: Ensure that all administration tasks are undertaken so West Lothian Foodbank can run efficiently. Work in association with Foodbank CEO to ensure they receive a streamlined service of support with food and other provisions.

Specific Duties:

- Work effectively alongside the team to maintain all company administrative processes.
- Dealing with enquiries by telephone, e-mail, mail or in person and handling or redirecting as required
- Assist with development of new processes as required and safe and secure handling of all data.
- Completing the necessary paperwork and updating the database accordingly
- Ability to work comfortably both on your own initiative and within a team setting.
- Educate volunteers on workings of foodbank, how to support clients and on practical day to day matters.
- Together with any other reasonable duties as specified by the CEO, staff, and trustees to support the work of the foodbank.

Key Skills:

- Good oral communication & good telephone manner
- Excellent written and verbal communication skills
- Strong keyboard skills demonstrating knowledge and experience working across all Microsoft Applications
- Ability to work independently and unsupervised.
- Time management skills and the ability to prioritise work.
- Attention to detail and problem-solving skills.
- Strong organisational skills with the ability to multi-task
- Good listener & empathy with client group and volunteer staff
- Numerate and comfortable interpreting statistical data

Personal attributes:

- There are no formal education requirements for this post, however a proven track record of excellent administrative experience in a busy and varied office setting is required.
- Honesty and integrity
- Empathy and ability to work with people from disadvantaged, marginalised, or socially excluded backgrounds.
- Passionate about tackling poverty.
- Committed to the Christian ethos of the Trust.

Training

- Induction, Health & Safety training
- Child/Vulnerable adult protection as appropriate (we will provide PVG check)

West Lothian foodbank is a charity founded on Christian principles. Not every member of the team is a Christian, but we all subscribe to the same values and hope that new team members will too.

Closing Date: - Sunday 15th June 2025 5pm

West Lothian Foodbank (SCIO) is registered in Scotland as
a Scottish Charitable Incorporated Organisation (SCIO) No SC048112.