



Person Specification

Charity Administrator

At Nurture the Borders, we're looking for someone who is organised, proactive and dependable; someone who enjoys supporting others, takes pride in doing a great job and genuinely wants to make a positive difference to families across the Scottish Borders.

The successful candidate will be someone who is not only an excellent administrator but also someone who enjoys being part of a friendly, supportive team and helping an organisation run smoothly.

Essential Criteria

Experience

- Previous experience in an administrative, office or business support role.
- Experience of managing a varied workload and balancing competing priorities.
- Experience of working with confidential and sensitive information.
- Experience of providing excellent customer service, whether face-to-face, by telephone, email or online.
- Experience of using databases and digital office systems.

Skills & Knowledge

- Excellent organisational and time management skills.
- Outstanding attention to detail and accuracy.
- Excellent written and verbal communication skills.
- Confidence using Google Workspace (or equivalent office software) and the ability to learn new IT systems quickly.
- The ability to produce professional correspondence, reports and documents.
- Strong organisational skills with the ability to prioritise effectively and manage changing demands.
- Excellent problem-solving skills and the confidence to use initiative.
- The ability to maintain accurate records and effective administrative systems.
- Excellent interpersonal skills and the ability to communicate professionally with a wide range of people.
- A clear understanding of confidentiality, GDPR and the importance of handling sensitive information appropriately.

Personal Qualities

We're looking for someone who:

- Is exceptionally organised and enjoys creating efficient systems and keeping things running smoothly.
- Is proactive, takes ownership of tasks and follows them through to completion.
- Uses initiative and enjoys finding practical solutions to day-to-day challenges.
- Is calm, dependable and able to remain professional when working in a busy environment.
- Demonstrates excellent customer service and communicates with warmth, empathy and professionalism.
- Is trustworthy, discreet and able to maintain the highest levels of confidentiality.
- Builds positive relationships with colleagues, families, volunteers and partner organisations.



- Is supportive, collaborative and enjoys helping others succeed.
- Is adaptable and enjoys variety while remaining organised and focused.
- Takes pride in producing work of a consistently high standard.
- Is emotionally mature, resilient and able to deal sensitively with situations involving vulnerable families.
- Shares the values of Nurture the Borders and is committed to delivering the highest standards of service.

Other Requirements

- Able to work from our centre in Selkirk on Mondays and Wednesdays.
- Driving licence and access to a vehicle.
- Willingness to undertake mandatory training relevant to the role, including safeguarding and first aid.
- Commitment to equality, diversity and inclusion.
- Commitment to safeguarding children, young people and vulnerable adults.

Desirable Criteria

- Experience of working within the charity, voluntary or public sector.
- Experience of supporting a senior manager or Chief Executive.
- Experience of using Podio or another CRM/database system.
- Experience of coordinating meetings and taking accurate minutes.
- Experience of supporting organisational social media accounts and responding to enquiries.
- Experience of using Canva to produce promotional materials.
- Experience of updating website content.
- Experience of supporting volunteers.
- An interest in, or understanding of, perinatal and infant mental health or services that support parents and families.

What Will Help Someone Thrive in This Role?

This role would suit someone who enjoys being the person others can rely on.

You'll probably enjoy this role if you like creating order from busy days, spotting what needs doing before you're asked, solving problems, supporting colleagues and taking genuine satisfaction from helping an organisation run smoothly.

You'll enjoy variety, be happy to roll up your sleeves when needed and understand that it's often the small things done consistently well that make the biggest difference.

Above all, you'll be someone who is kind, trustworthy, hardworking and quietly gets things done.