



Job Description

Charity Administrator

Salary

£27,118 per annum (Full-Time Equivalent)

Pro Rata Equivalent to £14.00 per hour

Hours of Work

14 hours per week

Monday – 7 hours

Wednesday – 7 hours

Based at The Village, Selkirk

Contract

Fixed-term until 30 September 2028, with the possibility of extension subject to funding.

Responsible to

Chief Executive Officer (CEO)

About Nurture the Borders

Nurture the Borders is a Scottish charity supporting parents, babies and families across the Scottish Borders during pregnancy and the early years.

We provide specialist perinatal and infant mental health services, including counselling and psychotherapy, birth trauma recovery, outreach support, volunteer befriending, antenatal education and parent and baby groups. Our mission is to ensure every family has access to compassionate, high-quality support when they need it most.

As our charity continues to grow, we're looking for a highly organised, proactive and friendly Charity Administrator to become an important member of our team.

Why Join Us?

At Nurture the Borders, you'll be joining a small, supportive team where everyone plays an important role. We believe in kindness, collaboration and creating a positive working environment where people enjoy coming to work and feel valued for the contribution they make. This is a varied and rewarding role where you'll have the opportunity to make a genuine difference, not only to the colleagues you support every day, but ultimately to the families who rely on our services.



Purpose of the Role

The Charity Administrator plays a key role in helping Nurture the Borders run smoothly and efficiently.

Working closely with the CEO, Perinatal & Infant Mental Health Practitioners, volunteers and the wider team, you will provide high-quality administrative, organisational and personal assistant support across all areas of the charity.

You'll often be the first person families and professionals speak to, helping create the warm, compassionate welcome we're known for. Behind the scenes, you'll keep systems organised, support colleagues and ensure the administrative side of the charity runs efficiently and professionally.

What We're Looking For

We're looking for someone who is highly organised, proactive and dependable. You'll enjoy creating order, solving problems and helping others. You'll be comfortable juggling a variety of tasks, confident using your initiative and take pride in delivering work to a consistently high standard. Most importantly, you'll share our values and enjoy working as part of a friendly team that's committed to making a real difference to local families.

Family & Professional Support

- Act as the first point of contact for families, professionals, volunteers and visitors, responding to enquiries by telephone, email, social media and in person with warmth, professionalism and sensitivity.
- Process referrals accurately and efficiently, ensuring families receive a positive experience from their first contact with the charity.
- Build positive relationships with families, professionals, volunteers and partner organisations, directing enquiries appropriately where required.

Administration & Executive Support

- Provide high-quality administrative and personal assistant support to the CEO and administrative support to the wider staff team, helping ensure the smooth day-to-day running of the charity.
- Prepare and coordinate paperwork, resources and administrative support across all areas of the charity's work, including counselling and psychotherapy, outreach services, volunteer services, parent groups, training, meetings, fundraising activities, events and community projects.
- Organise meetings, manage diaries where required, prepare agendas, take minutes and monitor actions arising from meetings.
- Prepare correspondence, reports, Board papers, presentations and other organisational documents.
- Support volunteer and student recruitment, onboarding and administration.



Information, Systems & Reporting

- Maintain accurate and confidential records using Podio, Google Workspace and other organisational systems, ensuring compliance with GDPR and organisational policies.
- Produce reports, statistics and information to support service monitoring, trustee reporting, funding reports and organisational planning.
- Organise and maintain effective electronic and paper filing systems.
- Continually look for opportunities to improve administrative systems, processes and ways of working.

Communications & Engagement

- Support the charity's communications by responding to social media enquiries, scheduling posts, updating website content and creating or adapting promotional materials using Canva.
- Provide administrative support to the Communications & Engagement Officer in the delivery of campaigns, events, newsletters and community engagement activities.

Office & Team Support

- Help maintain a welcoming, organised and professional environment for families, visitors and staff, including coordinating office supplies, hospitality, meeting rooms and the day-to-day running of The Village.
- Provide proactive support to colleagues across the organisation, using initiative to solve day-to-day administrative issues and ensuring staff have the information and resources they need to deliver services effectively.
- Participate in team meetings, mandatory training and undertake other duties appropriate to the nature and level of the role.

Salary & Benefits

- £27,118(FTE) per annum pro rata
- 14 hours per week, worked Monday and Wednesday
- Seven weeks' annual leave (pro rata), including public holidays
- Two-week Christmas office closure (included within annual leave entitlement)
- Workplace pension scheme
- Friendly, supportive and collaborative working environment
- A varied role where no two days are the same
- The opportunity to make a genuine difference to families across the Scottish Borders

General Responsibilities

- Work in accordance with all Nurture the Borders policies and procedures.
- Maintain the highest standards of confidentiality, professionalism and data protection.
- Promote equality, diversity and inclusion in all aspects of your work.
- Demonstrate a commitment to safeguarding children, young people and vulnerable adults.
- Participate in mandatory training appropriate to the role.



- Undertake other duties reasonably required and commensurate with the nature and level of the post.

Safeguarding

Nurture the Borders is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Successful applicants will be required to undertake safer recruitment checks, including satisfactory references and PVG Scheme membership (or willingness to join).