

**Scripture Union Scotland
Holidays Department
Job Description**

JOB TITLE:	Administrator (SU Holidays)
LOCATION:	Glasgow, Milton Street Office with flexibility to work from home by agreement with Line Manager
RESPONSIBLE TO:	Operations Manager, SU Holidays
CONTRACT TERM:	Fixed Term, 2 years
HOURS:	Full Time (37.5 hours per week)

OVERVIEW/PURPOSE:

Our vision is: **“To see every child and young person in Scotland exploring the Bible and responding to the significance of Jesus”**. Our work is shaped by our two values: dependence of God and deepening relationships. Much of SU’s work takes place in schools, community missions in partnership with local churches and through residentials, a programme of holidays throughout Scotland and school residentials hosted by SU Scotland’s residential centres.

Each year, SU Holidays welcomes more than 3,000 guests to week-long and weekend holidays. In 2020, no SU Holidays took place and continued restrictions have resulted in the 2021 SU Holidays programme being reimagined. We have plans to develop the SU Holidays ministry over the next few years and by 2024 to be able to offer a varied and creative programme of SU Holidays and welcome an increased number of guests.

WORKING RELATIONSHIPS:

Internal:

SU Holidays staff team, other SU Scotland colleagues, SU Holidays Team Leaders, Key Volunteers, Volunteers Department.

External:

Customers, Suppliers.

Main Tasks and Responsibilities

Your main duties and responsibilities are to participate fully in the life and witness of SU Scotland and through being the first point of contact for routine queries about our Holidays Programme, demonstrating, by the way you go about your tasks, a dependence on God. In doing so you will provide an excellent administrative service to SU Holidays, ensuring a high standard of collaborative communication and supporting the work of the SU Holidays department.

1. General

As a practising Christian, to demonstrate commitment to the SU Scotland ethos, modelling Christian lifestyle, values and work practices to, clients, staff and volunteers alike. Full participation in the life and ministry of SU Scotland will include:

- Active involvement in staff team meetings including prayer and Bible study.
- Attendance at the annual staff residential conference and involvement with the event leadership conference

2. **Assisting with the processing of Holiday bookings, including:**
 - Processing individual bookings
 - Handling phone and email bookings and enquiries
 - Escalating complex bookings to the Senior Administrator
 - Customer Acknowledgements
 - Processing payments from customers
 - Filing and archiving

3. **Assisting in setting up events on the Booking Database and Website, including:**
 - Confirming planned details with Team Leaders
 - Selecting appropriate graphics and writing narrative for event descriptions
 - Attention to detail for event information and subsequent proof reading

4. **Involvement in the wider work of the department:**
 - Assisting with the processing of event floats and processing receipts for camp accounts
 - Maintain an organised and tidy departmental work area
 - Oversee the optional activities sign-up process
 - Making up to date event information available for senior duty staff members
 - Assisting with travel and logistics administration
 - Provide occasional office cover on Saturdays during the Easter and summer Holiday season
 - Providing administrative support to Holidays Leadership Team
 - Being part of a rota in providing cover for incoming departmental and organisational phone calls

5. **In common with all SU Scotland staff members:**
 - Further the aims and activities of Scripture Union Scotland
 - Undertaking professional development through active participation in annual work appraisals, supervision and internal or external training as required or individually identified
 - Taking part in other Scripture Union activities where appropriate
 - Demonstrating commitment to the SU Scotland mission, ethos, vision, values, belief statements and work practices, and the wider ministry of SU in Scotland and beyond.

6. **Play your part in promoting the activities of SU Scotland**
 - promote SU Scotland's work and help encourage more prayer support
 - be aware of volunteering opportunities and promote these as appropriate
 - grow personal support and promote the opportunity for partnership through financial giving. Your line manager and the support development team will work with you to define what is appropriate and agree a plan with you.
 - participation in staff prayer and Bible study meetings

The above list is intended to give an indication of the range of duties for the role. Other tasks/responsibilities, appropriate to the remit, will be expected as required.

Occupational Requirement

An Occupational Requirement applies in terms of the Equality Act (part 1, schedule 9),

This post requires the occupant to have a personal faith in Jesus Christ as Saviour and Lord and to believe the Bible to be fully trustworthy, in all that it affirms, and the highest authority for faith and life in keeping with SU Scotland's statement of faith. These principles require to be applied alongside the professional skills required in this role.

September 2021



Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Knowledge & Experience		
Experience within an office-based environment or equivalent	✓	
Experience in communication skills in a variety of media, including online, telephone, written and inter-personal	✓	
Knowledge of, and experience of, customer care		✓
Computer literate and have used the Microsoft Office applications (Word, Excel & Outlook) and collaboration tools (MS Teams)	✓	
Education		
General education with passes in English and at least 2 other subjects or demonstrable ability at an equivalent level through experience.		✓
Social		
A practising Christian whose lifestyle is in keeping with SU Scotland's ethos and statement of faith. Must enjoy the confidence of his or her church fellowship.	✓	
Able to provide occasional office cover on Saturdays during the holiday season.	✓	
Aptitude		
Capacity to prioritise tasks	✓	
Demonstrates diplomacy and adaptability with a range of people		✓
Excellent telephone manner	✓	
Demonstrates commitment and motivation	✓	
Conscientious, resourceful and reliable	✓	
Possesses excellent organisational & time management skills	✓	
Other		
Able to demonstrate knowledge and understanding of Scripture Union Scotland		✓