

## About GDA

GDA is a multi-award-winning disabled people's organisation (DPO) controlled by almost 6000 disabled members; the largest groundswell of disabled members in Europe. With foundations in Glasgow, GDA also supports disabled people in surrounding areas and has national reach and influence, frequently partnering with national organisations and acting as a strategic advisor to public authorities such as Glasgow City Council, Glasgow Life, NHS and Scottish Government.

Our work over 25 years is built on foundations of Human Rights and Community Development: individual and collective community empowerment, based on peer support, developing and drawing on disabled people's own strengths by:

- Building individual capacity: delivering Lifelong Learning & Personal Development; Wellbeing supports; Digital Inclusion and cost reduction support; Welfare Rights information, advice and representation; and support to navigate social care and wider services.
- Building Collective Capacity: knowledge building and consciousness raising to understand rights and identify structural inequalities; movement building to amplify collective and marginalised voices of disabled people; delivering support to articulate and share lived experience, participate in dialogue, deliberation and collective advocacy & challenge inequality and exclusion.
- Collaborating for change with local and national government, communities and third sector: sharing insights, research and evidence as well as bringing disabled people together with powerholders to shape policy and co-design accessible services and decisions which affect us.

**Our mission** is to promote and uphold equality, rights and social justice for disabled people. **Our vision** is that disabled people participate in and lead their own lives, connecting with peers, services, opportunities, contributing to families, communities and wider society.

GDA brings diverse and marginalised disabled people together. Our common bond is our shared experience of disabling barriers and of working for solutions to break these down. We are a leading example of a **community of identity**, united around a sense of belonging and trust, shared experiences of exclusion and inequalities and with a common and shared purpose to overcome these and achieve improved equality and human rights.

GDA is proud to be part of the disabled people's Independent Living Movement, founded on the **social model of disability**. This liberating model is a way of

understanding “**disability**”: impairments and conditions are a normal part of life – inequality is not. Disability results from the barriers we face, living in a society that was not designed with us in mind- a society which disables us. Equality is not about fixing disabled people’s bodies or impairments – but removing the barriers in society.

## **Job Description and Person Specification**

**Job Title:** Admin Coordinator

**Salary:** £29k

**Reports to:** Operations Manager

**Accountable to:** Chief Executive

**Hours:** 35 hours / week Monday – Friday.

**Location:** Templeton Business Centre & Working from home when required.

### **Outline of the role**

GDA is seeking an experienced Admin Coordinator who is confident, self-motivated, adaptive to change and multi-skilled to join our busy office and lead our small admin team. The role will work collaboratively with other GDA staff and will support the Operations Manager to ensure the smooth running of GDA’s Administration function, ensuring effectiveness and efficiency across the organisation. The successful applicant will require a strong aptitude for multi-tasking, attention to detail and thrive on being part of a dynamic and busy team.

We are looking for someone with a track record of servicing and supporting a team, excellent administration, organisational, communication and IT skills. Experience of working in a busy office environment is essential. Experience of organising events, working with disabled people and/or within the voluntary sector would be advantageous. You will contribute to developing and maintaining a culture which reflects the values of GDA and a workplace where dignity, equality, fairness and respect are evident.

# Main Duties and Responsibilities

## Key Admin tasks

- To maintain effective administration procedures and office systems which support GDA's work using a range of office software, including Outlook, Word, Excel, Teams & Advice Pro.
- Ensure high-quality emotional support and information is delivered in a confident, empathic, calm and professional manner to incoming callers on the main telephone line and extract the required information for signposting.
- Identify, record and meet the access and communication needs of GDA programme participants, members and related contacts as appropriate.
- To support the GDA team with administration tasks as delegated, e.g. contacting GDA members to invite them to take part in learning sessions, meetings and events; managing mailboxes, taking notes in meetings, making and confirming access/support arrangements e.g. booking taxis and interpreters.
- To input and maintain Advice Pro (CRM system), retrieve monitoring related reports and capture data required for funders e.g. inputting new welfare rights cases, new members etc.
- To ensure the provision of office reception area and phone line cover during opening hours and acting as the first point of contact for disabled people contacting the office for information and support.
- To coordinate and assist with large postal & email communications to our members and partners.
- To contribute to the coordination and organising of events, learning, training courses, conferences, meetings and community-based events. We are currently delivering these online, in-person and hybrid.
- To coordinate the ordering of water to ensure stock is kept up to date, organise shredding uplifts as required and provide photocopier readings monthly to supplier.
- To ensure postal and email communications are appropriately logged, distributed and dealt with in an efficient and effective manner.
- Support disabled people to engage in online and face to face learning and events, e.g. helping them to join zoom, helping with teas / coffees, taxis etc
- To maintain a safe working environment in the office and at home in terms of GDA health & safety, fire safety, first aid, environmental and recycling policies. Ensuring office is kept clean and tidy and meeting rooms are prepared as required.

## **Monitoring and evaluation key tasks**

- Maintain accurate records, gather evidence and collate information for the purposes of statistical and qualitative monitoring and evaluation reports e.g. numbers of calls, feedback from callers, etc. as appropriate.
- Work within the policies and processes in place for the service, including call handling processes, data input and management, quality assurance processes and safeguarding procedures.
- Work with others to help to identify gaps in the project provision and update information and resources accordingly.
- Contribute to the ongoing development of the monitoring and evaluation systems and processes for the project.
- Contribute to the development of the project more widely in response to ongoing evaluation and project learning.
- Comply with GDPR at all times in relation to the above.

## **General duties**

- To be directed and supervised, as necessary, by Operations Manager / Chief Executive in relation to tasks, workloads and priorities.
- Work collaboratively with GDA colleagues, contributing to the positive, proactive and supportive culture of GDA.
- Subscribe to the ethos, vision and mission of GDA, taking individual and collective professional responsibility to champion equalities and human rights.
- Work at all times with integrity, kindness and to the highest professional standards.
- Ensure that services are provided in accordance with GDA's Policies e.g. confidentiality, equal opportunities, health and safety, GDPR.
- Undertake other duties as may be required by the Operations Manager, CEO or GDA's Board of Directors consistent with the overall aims of the post, project work plan priorities.

## Person Specification: Admin Coordinator

### Skills & Abilities

1. Strong listening and communication skills with high levels of understanding and empathy including the ability to deal with challenging conversations e.g. with distressed callers.
2. Ability to support disabled people to access GDA's services and activities and/or refer where appropriate.
3. Ability or willingness to learn how to engage and respond to people with diverse access / communication support needs e.g. individuals with learning difficulties, speech or hearing impairments; individuals who may require interpreting services (BSL or other languages).
4. Ability to maintain confidentiality sensitively and appropriately.
5. Ability to remain calm, particularly when dealing with challenging calls or repeat callers.
6. Excellent planning and organisational skills with good attention to detail.
7. Able to work independently and proactively with minimal supervision to prioritise and reprioritise work whilst also able and willing to take direction - especially when homeworking.
8. High level of organisational skills including ability to problem solve.

### Knowledge and Experience

1. Experience of providing reception services and dealing with a variety of people including people who maybe be upset or in distress.
2. Significant experience working in a busy fast paced administration role.
3. Experience of database inputting and management of information.
4. Proficient MS Office skills: Outlook, Word, Excel including Teams and Zoom.
5. Educated in the field or equivalent experience and track record, e.g. in a busy office environment.
6. Knowledge and experience of working with people experiencing complex situations i.e. those who have social, emotional and mental health issues, or people in crisis.

7. Basic knowledge of data protection – GDPR

**Personal Attributes & Attitude**

1. Strong commitment to high standards of service delivery and quality customer care.

2. Demonstrable kindness and must value human rights, non-discriminatory and non-judgemental approaches.

3. Teamwork: contributing to and supporting your colleagues utilising individual and shared learning and development.

4. Accountability: taking responsibility for your actions and behaviour using feedback to learn and develop.

5. Effective relationships: understanding how your behaviour affects others, showing trust, and collaborating positively.

6. Self-motivated, proactive and ability to work on own initiative under pressure and to tight deadlines.

7. Commitment to ethos of GDA and a passion for working with disabled people to overcome barriers and achieve positive changes in their lives.

8. Flexible approach and adaptive to change, including willingness to work additional hours to meet the needs of the organisation.