



Scottish Tourist Guides Association

Norie's House, 18b Broad Street, Stirling FK8 1EF

Administrator

The role of administrator will include but not be limited to the following:

General

Engaging with members, customers and suppliers in person and by telephone / email

Maintaining the membership database

Providing full administrative support to the Board, the Training Manager and the Course Director

- handling post; occasionally going to the post office or bank
- working with word-processing, spreadsheets, databases and on-line filing
- maintaining accurate and up-to-date record-keeping systems
- managing correspondence with course applicants and students; scheduling interviews
- uploading documents, videos and sound recordings to the student dashboard
- booking venues, hotels, coaches and site visits
- producing documents, ID cards and certificates
- organising the graduation and networking events for newly-qualified guides

Assisting in maintaining the office as a clean and safe working environment

Finance

Ordering goods and services

Processing purchase and sales invoices

Issuing contracts to trainers and lecturers; tracking invoices

Sales & Marketing

Assisting with website maintenance, eg members' profile pages

Assisting with Social Media content

Organising our trade fair (EXPO) presence

Applicants must be able to meet the essential requirements for the post and will be at an advantage if they can meet some/all of the desirable elements.

	Essential	Desirable
Education	At least 5 Standard Grades at Credit or National 5s and at least 2 Highers	3 or more Highers or HNC/SVQ level 4 in a relevant subject
Experience	At least 3 years in an administrative role	More than 3 years' experience in an administrative role
IT	Experience of using Microsoft Office packages, Google Drive, web-based applications	Extensive experience/proven excellence/ innovative use of IT
Other technical	Experience of handling invoices	Knowledge of/experience in using bookkeeping software
Personal	Ability to manage own workload, multi-task, and meet deadlines	Experience of working independently or in a small office environment
	Ability to engage with a wide range of people	Proven well-developed interpersonal skills
	Willingness to learn	Recent work-related learning