Corstorphine Baptist Community Trust

ADMINISTRATION MANAGER

Position Title: Administration Manager
Reports To: Chief Executive Officer
Direct Reports: Administrator

POSITION PURPOSE

The Administration Manager is responsible for the leadership, management and continuous improvement of the organisation's business support functions, including administration, finance, workforce systems, compliance, technology and operational services.

The role ensures effective organisational infrastructure, robust governance and efficient business operations that support high-quality service delivery and organisational objectives.

KEY RESPONSIBILITIES

1. Administration Leadership

- Leading and supporting the administration team.
- Establishing effective administrative systems, processes and standards.
- Ensuring business support services operate efficiently and effectively.
- Coordinating cross-functional administrative support across the organisation.
- Identifying and implementing process improvement opportunities.
- Contributing to organisational planning and operational effectiveness.
- Supporting a positive, collaborative and customer-focused workplace culture.

2. Financial Management and Administration

Financial Management – in support of the CEO

- Coordinating annual budget development and monitoring.

- Lead monthly financial review processes.
- Assisting with forecasting and financial planning.
- Monitoring contract financial performance.
- Preparing recommendations regarding capital expenditure.
- Supporting fleet and property financial planning.
- Reviewing financial reports prior to CEO and Board approval.

Financial Administration

- Accounts payable and accounts receivable processes.
- Processing staff payroll.
- Bank reconciliations.
- Month-end financial administration processes
- Administration of Xero and related financial systems.
- Create Board financial papers and reporting.
- Audit preparation and support.
- Charities Commission reporting.
- Contract financial reporting.

3. Workforce and People Management

- Supporting workforce planning initiatives.
- Overseeing recruitment and onboarding processes.
- Ensuring employee records and files are maintained appropriately.
- Overseeing orientation and induction programmes.
- Coordinating staff capability development initiatives.
- Supporting organisational training frameworks.
- Managing performance review and development processes.
- Ensuring workforce administration practices support legislative and organisational requirements.

4. Quality Compliance and Risk Management

- Lead Health and Safety management systems.
- Lead Privacy compliance requirements.
- Quality assurance and continuous improvement programmes.
- Internal and external audit coordination.
- Policy development, review and administration in partnership with the CEO.
- Organisational risk management processes in partnership with the CEO.

5. ICT and Systems Management

ICT Management

- Managing relationships with ICT providers and vendors.
- Coordinating ICT services and support arrangements.
- Overseeing hardware and software requirements.
- Managing business ICT requirements and priorities.
- Supporting staff with ICT-related enquiries and issues.
- Identifying opportunities for business process and technology improvements.
- Ensuring system integrity, security and data quality.

Systems Administration Oversight

- Providing governance and oversight of Recordbase operations.
- Monitoring data quality and reporting requirements.
- Managing vendor relationships and support arrangements.
- Overseeing Humanforce administration and manager support.
- Supporting implementation of new technologies and system enhancements.
- Ensuring systems support operational and reporting requirements.

6. Office Administration Management

- Managing office operations across all organisational sites.
- Coordinating procurement and purchasing activities.
- Managing stationery, office consumables and resource supplies.
- Coordinating kitchen, cleaning and hygiene supplies.
- Liaising with cleaning contractors and service providers.
- Maintaining supplier relationships.
- Monitoring office equipment, furniture and shared resources.
- Maintaining organisational asset and resource registers.
- Ensuring workplaces remain functional, safe and well-resourced.

7. Fleet Management

- Coordinating vehicle bookings and utilisation.
- Managing fuel card administration.
- Monitoring vehicle maintenance schedules.
- Ensuring registration and Warrant of Fitness compliance.
- Coordinating insurance renewals.
- Tracking vehicle mileage and usage.
- Ensuring vehicles remain safe, compliant and available for operational requirements.

8. Governance and Executive Support

- Preparation and coordination of Board papers and reports.
- Board secretariat support.
- Maintaining organisational compliance calendars.
- Coordinating insurance administration and renewals.
- Maintaining organisational asset registers.
- Supporting procurement processes and administration.

KEY RELATIONSHIPS

Internal

- Chief Executive Officer
- Service Leaders
- Business Support Coordinator
- All Staff
- Board Members
- Quality and Compliance Representatives
- Health and Safety Committee

External

- Auditors
- ICT Providers
- Software Vendors
- Contractors and Service Providers
- Funding and Contracting Agencies
- Charities Commission
- Insurance Providers
- Training Providers
- Professional Advisers

PERSON SPECIFICATION

Qualifications

Essential:

- Tertiary level education in finance related study, or equivalent experience
- Previous experience administration, office management or business support leadership

Desirable:

- Minimum of 5 years' experience working in an administration or finance role, with staff management experience.

Skills and Knowledge

- Experience in leadership, direction and support to ensure administrative functions operate efficiently and contribute positively to organisational outcomes.
- Sound financial administration skills in processes, reporting and budgeting requirements and uses financial information to support decision-making.
- Coordinates multiple functions and priorities while maintaining quality, efficiency and service standards.
- Demonstrates strong capability in business systems, reporting platforms and technology-enabled process improvement.
- Maintains strong knowledge of organisational compliance obligations and ensures systems and processes support effective governance.
- Builds productive relationships with staff, leaders, contractors, suppliers and external stakeholders.
- Identifies opportunities to improve systems, processes and service delivery and leads change effectively.
- Actively uses and understands software and technology to its full potential.
- Excellent Excel and Word skills

Skills and Attributes

- Excellent written and verbal communication skills.
- Strong analytical and problem-solving abilities.
- High levels of integrity, discretion and professionalism.
- Sound judgement and decision-making skills.
- Ability to influence and educate others.
- Commitment to continuous improvement.

PERFORMANCE MEASURES

Success in this role will be demonstrated by:

- Effective leadership and performance of the administration function.
- Accurate and timely financial administration and reporting.
- Strong compliance with Health and Safety, privacy, audit and regulatory requirements.

- Robust workforce administration and support systems.
- Efficient operation of organisational systems and information management processes.
- Reliable and responsive support provided to the CEO, Service Leaders and staff.
- Well-maintained facilities, resources and vehicle fleet.
- High-quality governance, reporting and business support services.
- Positive audit, compliance and reporting outcomes.
- Continuous improvement initiatives that enhance organisational effectiveness and service delivery.

I have read and agree to the accountabilities of this role.

Name: **Signature:**

Date: