

JOB DESCRIPTION			
Position Title:	Office Support Administrator		
Reports to Position:	Finance and Office Manager		
Location:	Kyle of Lochalsh		
Contract:	Part-Time - 16 hours per week		
Revision number:	2	Revision date:	September 2025
OVERVIEW			
<p>The Scottish Crofting Federation (SCF) is the representative body for crofters in Scotland, dedicated to promoting and protecting the crofting way of life. As a member-led organisation, we support sustainable land use, resilient rural communities, and the preservation of crofting's cultural heritage. Our small, dedicated team works closely with crofters, communities, and policymakers to provide advocacy, training, and practical support across the Highlands and Islands and beyond.</p>			
JOB OBJECTIVE			
<p>The Office Support Administrator at the Scottish Crofting Federation (SCF) plays a key role in providing administrative support to ensure the smooth operation of SCF activities and to assist members, staff, and volunteers. Reporting to the Finance & Office Manager, the postholder will support communications, event planning, and general office functions, working closely with the Communications Officer and Outreach Coordinator.</p> <p>This role is 0.46 FTE (16 hours per week) which can be worked flexibly throughout the week during the hours of 9.00am to 5.00pm. There is potential for this role to increase by 12 hours per week to cover maternity leave during 2026, if desired. The post-holder will be based in our office, currently in Kyle of Lochalsh.</p> <p>Full time annual salary of £25,156 (PTE £11,500 per annum). Employees also receive enhanced holiday of 35 days paid leave per annum, statutory pension and an enhanced sickness leave provision.</p>			
RESPONSIBILITIES			
<p>The main duties to include:</p> <ul style="list-style-type: none"> • Assist in the organisation of meetings, both in-person and online, including taking minutes. • Work with the Outreach Coordinator to arrange travel and accommodation for volunteers and staff attending meetings or training events. • Support the planning and delivery of the Annual Gathering, events, training sessions, and shows. • Maintain and update Office Procedures files. • Act as the first point of contact for enquiries and communications to SCF headquarters, responding to phone calls and emails, handling straightforward queries, coordinating casework and directing others as appropriate. 			

- Share incoming information, communications, and news releases with board members, staff, and local contacts.
- Circulate outgoing communications, emails, surveys, and news releases, working closely with the Communications Officer.
- Help prepare and distribute publicity materials for general use and at events.
- Administer the SCF's membership system, including new memberships, renewals, direct debits, and payment processing.
- Maintain office supplies and support general office administration tasks as required.
- Ensure data is managed securely and in line with relevant regulations.
- Support staff, volunteers, and members as part of the wider SCF team.

PERSON SPECIFICATION

Education:

- Educated to at least National 5 level.
- Higher or Advanced Higher qualifications in relevant subjects (such as Administration, Business, English, or Computing) are desirable.

Experience:

- Proven experience (at least 2 years) in an administrative or office support role, ideally within a membership-based, charitable, or community-focused organisation.
- Demonstrable experience of planning and coordinating meetings and events, including preparing agendas, taking minutes, and following up on actions.
- Experience in managing databases, handling confidential information, and maintaining accurate records.
- Familiarity with arranging travel and accommodation logistics in support of staff or volunteers.
- Experience of dealing with public and member enquiries in a professional, courteous manner.
- Experience producing or supporting communications, such as newsletters, surveys, and publicity materials, would be an advantage.
- Agricultural or crofting knowledge is highly desirable, with experience in rural or farming communications being an advantage.

Skills:

- Excellent organisational skills with the ability to manage multiple tasks and prioritise effectively to meet deadlines.
- Strong interpersonal and communication skills, both verbal and written, with confidence in engaging with a wide range of people including members, colleagues, volunteers, and external contacts.
- Proficiency in Microsoft Office (including Word, Excel, Outlook) and confidence using digital platforms such as cloud storage, video conferencing tools (e.g. Zoom or Teams), and membership databases.
- A high level of attention to detail and accuracy in both written and numerical tasks.
- Ability to use initiative and work independently while also being a flexible and supportive team member.
- A proactive and adaptable approach to problem-solving and continuous improvement.

*This job description is not exhaustive and on occasion you may be required to fulfil duties out with this description.