Job Description

Operations and Administration Officer

Location: Perth, Scotland. Hybrid role combining homeworking with time at our office (at least one day each week) at WASPS Creative Exchange, Stormont Street, Perth, with occasional travel for team, partnership and event activity.

Salary: £29,000-31000 per year, depending on experience

Hours: Ideally Full-time, 35 hours per week although part-time/flexible options will be considered.

Contract: Permanent

Reporting to: Operations Manager (with regular contact with the Executive Director on funding and development aspects of the role)

Direct reports: None

Benefits: 28 days holiday per year plus bank holidays, rising to 30 days after 2 years; flexible working options; training and development opportunities; enhanced pension contribution; and counselling support.

Contact: Please contact recruitment@workersupportcentre.org.uk with any questions.

About the Worker Support Centre

The Worker Support Centre (WSC) is a Scottish charity working in partnership with migrant workers at risk of exploitation across Scotland to secure their rights, challenge labour exploitation, build collective power, and drive lasting law and policy change. We are an evidence-led, worker-driven organisation with strong governance and a growing track record of policy impact. We're building a movement of people who welcome all workers, working towards a world where we are all safe, valued and respected at work, no matter our job or nationality.

WSC operates a worker-driven structure that places migrant workers at the centre of our governance and decision-making. We deliver casework alongside worker-led organising and policy advocacy, supporting migrant workers in seasonal agriculture and social care to meet basic needs and to understand and exercise their rights, including through our Worker Power programme, which builds solidarity between workers and within communities.

About the role

The Operations and Administration Officer will be line managed by the Operations Manager and will play a vital part in keeping WSC running smoothly. The postholder will provide general administrative, governance and office management support to the

whole team, and will bring particular skills in HR administration and/or fundraising administration, helping to ensure that the organisation's data, records and processes are accurate, secure and ready for use.

This role suits someone who enjoys being organised, reliable and detail-focused, who is comfortable working with sensitive information, and who wants to support a small, values-driven team doing important work. We are looking for someone with a genuine interest in workers' rights and social justice, who can work proactively with a good degree of autonomy and who will take pride in making things work well for colleagues, workers and funders. This is a new role so there is the opportunity for it to be evolved and developed by the post holder over time.

Key Responsibilities

General administration and office management

- Provide day-to-day administrative support to the team, including diary coordination, meeting logistics, minute-taking and travel and event bookings.
- Manage the office at WASPS Creative Exchange, including supplies, equipment, post, and liaison with the landlord and suppliers.
- Support the Operations Manager with purchasing, invoicing, expenses and other routine finance administration, in line with WSC's financial procedures.
- Maintain clear, well-organised filing and document management systems, both digital and paper.
- Support the organisation of staff meetings, away days, wellbeing activities, board and committee meetings, WSC's Annual General Meeting, and worker and partner events.
- Help to ensure IT systems, staff technology, software licences and equipment are in order, liaising with external IT support where needed.

Data management and systems

- Maintain accurate, up-to-date and well-structured HR related and fundraising records across WSC's databases and systems.
- Support colleagues to use shared systems consistently, creating simple guidance and templates where helpful.
- Help ensure all data handling complies with GDPR and data protection requirements, including maintaining data retention schedules, responding to subject access requests with the Operations Manager, and supporting data protection training.
- Support with data extraction and reporting for internal evaluation and learning purposes, and reporting to funders, and partners.

Fundraising administration

- Provide administrative support for funding applications and reports, including gathering information and formatting documents.

- Help prepare data and information for funder reports and monitoring, working with colleagues across the team.
- Support the maintenance of a funding calendar and prospect list, alongside the Executive Director and Fundraising officer.

HR and people administration

- Support recruitment processes, including preparing adverts and job packs, managing applications, scheduling interviews and issuing offer and onboarding documentation.
- Coordinate induction for new staff, volunteers and trustees, including setting up accounts, equipment and access.
- Support payroll and pension administration by gathering and checking information and liaising with external providers.
- Help ensure HR policies and procedures are up to date, accessible and consistently applied, supporting the Operations Manager on reviews.
- Support with Disclosure Scotland record keeping, ensuring checks and renewals are tracked.

Staff training and development

- Maintain a training and development record for all staff, volunteers and trustees, tracking mandatory training (e.g. safeguarding, GDPR, health and safety) and renewal dates.
- Coordinate the training programme, identifying suitable providers, booking courses and managing training budgets, in consultation with the Operations Manager and line managers.
- Support the induction and ongoing learning of staff, including arranging internal learning sessions and sharing relevant resources.
- Gather feedback on training and help evaluate its effectiveness.

Governance and compliance support

- Support the Operations Manager and Executive Director with board and committee administration, including preparing papers, recording decisions and maintaining governance records.
- Help maintain registers and compliance records, such as insurance, policies, risk, health and safety, and declarations of interest.
- Support compliance with OSCR, Companies House (where applicable) and other regulatory requirements by keeping records accurate and deadlines tracked.
- Work with sensitivity and discretion in all dealings with workers, colleagues and partners, with safeguarding and confidentiality central to our practice.
- Contribute to a positive, inclusive and supportive team culture and take part in team meetings and wider organisational activities.

Worker Support Centre

Person Specification

Knowledge, skills and experience	Essential	Desirable
Experience in an administrative, office management or operations support role	✓	
Excellent organisational skills, with the ability to manage multiple priorities and deadlines and to work with a good degree of autonomy	✓	
Strong attention to detail and a high standard of accuracy in data entry, record keeping and document preparation	✓	
Experience of maintaining databases, spreadsheets or CRM systems and of keeping data accurate and well organised	✓	
Understanding of, and commitment to, confidentiality and data protection (GDPR)	✓	
Good written and verbal communication skills, with a friendly, professional and approachable manner	✓	
Proficiency in Microsoft 365 and Google Workspace, including spreadsheets, shared drives and video conferencing	✓	
Experience working collaboratively with colleagues, volunteers, partners and external suppliers	✓	
Genuine interest in, or commitment to, workers' rights, migrant rights, social justice and/or human rights	✓	
Willingness to learn, take initiative and suggest improvements to systems and processes	✓	
Experience in HR administration, such as contracts, onboarding, recruitment administration, leave and absence records or payroll liaison		✓
Experience supporting fundraising administration, such as grant records, donor data, Gift Aid or funder reporting		✓
Experience coordinating training or staff development		✓
Experience of governance or board administration in a charity or non-profit setting		✓

Knowledge, skills and experience	Essential	Desirable
Experience using a CRM, finance package or HR system (eg Sage HR)		✓
Knowledge of the charity sector in Scotland, including OSCR requirements		✓
Professional qualification or training in a relevant area (e.g. CIPD Foundation Certificate, Institute of Fundraising, business administration, or equivalent)		✓
Direct experience of work with people who are migrants		✓
Lived experience of precarious work and/or the immigration system		✓
Intermediate level or above of languages spoken by workers WSC partners with.		✓

Qualifications

- At least 4 years' relevant professional experience.
- Relevant professional training in HR, fundraising, data management or governance is desirable, and support to undertake this will be available where needed.

How to Apply

Please send your CV and a covering letter telling us what appeals to you about this role and what makes you a strong candidate (no longer than one side of A4) to recruitment@workersupportcentre.org.uk.

We are an equal opportunities employer. We welcome all candidates to apply, regardless of age, sex/gender, disability, race, religion, sexual orientation, marital status or pregnancy/maternity, and encourage applications from people with lived experience of the issues on which we work. If you require reasonable adjustment/s to any part of the selection process or have any requests for support, please contact us to discuss further.

WSC is not a sponsor licence holder and is thus unable to sponsor visa applications.