



Shetland *arts*

Job Profile

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| Role | Support Services Manager |
| Department | Support |
| Competency Level | Manager |
| Rate | £30,360 - £36,633 FTE |
| Reports to | Support – Leadership Team |
| Responsible for | Admin Officers Maintenance Technician |
| Key Relationships | Leadership Team Wider Management Team All Staff Volunteers |

Principle Aim

To work with the Support Lead to deliver a professional support service to the staff and volunteers at Shetland Arts. This service supports the delivery of events and projects, facilities management, health and safety monitoring as well as standard admin and HR functions.



What you will do:

The following gives an indication of the duties that the post may involve. The exact nature of these duties will change over time and the post holder will be expected to work flexibly and carry out any work that is reasonably required.

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| 1 | To be responsible for the administering of all the office services functions within Shetland Arts in an efficient and effective manner, including: mail, general enquiries, typing, photocopying, diary management, taking minutes, preparing agendas and coordinating the compiling of reports to committees and board. |
| 2 | To develop and maintain effective systems and procedures to ensure the smooth running of the Support Team within Shetland Arts.. |
| 3 | To actively engage with all departments within Shetland Arts to ensure that sufficient support is provided to ensure the success of all projects. |
| 5 | To support the Shetland Arts board including agenda and paper management. |
| 6 | To support the Support Lead in the development and maintenance of effective HR procedures and ensuring the efficient operation of HR functions. |
| 7 | To update and maintain various filing systems and ensuring the effective retrieval of information, from both computerised and manual systems. |
| 8 | To support the facilities management function within Shetland Arts through managing and monitoring works required. |
| 9 | To ensure that mail and correspondence in the generic organisational e-mail inboxes are dealt with in an efficient manner. |
| 10 | To be responsible for ensuring all arrangements are in place for Shetland Arts Promoted events. |
| 11 | To support the management of the Health and Safety systems within Shetland Arts. |
| 12 | Support an organisational culture of learning and continuous improvement by leading by example through your own personal and professional development |
| 13 | To undertake such other responsibilities as shall be assigned from time to time by the leadership team or Chief Executive. |



| Competencies | |
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| Leadership & Management | <ul style="list-style-type: none">• You guide and motivate your team and/or colleagues towards ambitious goals• You support colleague development, recognise achievement and when responsible, manage poor performance. |
| Communication | <ul style="list-style-type: none">• You communicate professionally and with confidence• You can present effectively to an audience of your peers and partners• You have difficult conversations when required and create positive outcomes |
| Customer Focus | <ul style="list-style-type: none">• You build an understanding of partner organisations needs• You investigate and resolve complaints and communicate the outcome and reasons to all involved• You design and implement innovative solutions for service delivery to customers and/or clients |
| Planning & Organising | <ul style="list-style-type: none">• You ensure appropriate monitoring and milestones are in place to assess progress over the medium term• You set priorities for yourself, your team and/or your colleagues based on Shetland Arts' ambitions• You anticipate risks and challenges and have appropriate mitigation in place |
| Team Working | <ul style="list-style-type: none">• You support your team and/or colleagues to view decisions from a broad perspective• You involve your team and/or colleagues in setting appropriate goals• You encourage collaboration with delivery partners |
| Organisational Awareness | <ul style="list-style-type: none">• You have an appropriate understanding of Shetland Arts' place in the sector and how your role contributes to it• You look for opportunities to increase income or improve value• You use your previous experience to improve service delivery |

Person Specification

| | Essential | Desirable |
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| Personal features and qualities | <p>Capacity to work under pressure in a calm friendly manner</p> <p>Ability to apply standards consistently</p> <p>Flexible, adaptable and responsive</p> <p>Self-motivated and able to work on own initiative</p> <p>Passion for high levels of Customer care</p> <p>Willingness to work flexible or unsociable hours as and when required</p> <p>Operating with integrity and confidentiality</p> | |
| Relevant experience | <p>Knowledge of the operation of computer systems, such as word, databases and excel</p> <p>Experience in supervising staff</p> <p>Experience of managing administrative systems.</p> | <p>Experience of managing HR systems.</p> <p>Experience in line managing staff</p> <p>Experience in Facilities Management</p> <p>Experience in Health and Safety processes.</p> |
| Education | <p>Relevant degree level qualification or extensive relevant experience.</p> <p>Willing to work towards relevant qualifications</p> | |



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| Skills, abilities and knowledge | Skilled in general office procedures Good communication skills Excellent interpersonal skills Ability to prioritise workload An accurate worker | |
| Other | A proven commitment to accessibility and diversity | |