Groups and Office Administrator

Terms of employment:

- Reports to: Office & Governance Manager
- Salary: £25,000 per annum (pro rata) (and 3% employer contribution to pension)
- Location: Glasgow city centre office
- Hours/pattern of work: Part time – 28 hours per week, Monday to Thursday
- Holiday entitlement: Equal to 34 days per year pro rata (includes 9 bank holidays)

Job description

We're looking for a highly practical and organised administrator to be at the heart of Amma's day-to-day operations. This varied role combines supporting our community groups and activities with managing our office environment and systems, making it ideal for someone who thrives on variety, enjoys working with people, and takes real satisfaction from making things work smoothly.

You'll play a vital part in ensuring our mums, volunteers, and team have welcoming, well-organised spaces and activities. From providing admin support to our peer support groups and our antenatal classes, to managing storage systems and maintaining health and safety protocols, you'll be the person who keeps everything running behind the scenes. This role suits someone who's naturally resourceful, enjoys problem-solving, and brings a warm, professional approach to everything they do.

Main duties:

<u>Groups, activities, training and events</u>

- Work with the team to plan and prepare for upcoming group sessions
- Provide petty cash oversight, reception duties and other administrative support for a range of group sessions, including updating online record-keeping systems
- Purchase and manage refreshments and items for groups and activities
- Preparation of simple buffet-style meals for groups
- Support with setup and clean-up of spaces to ensure they are safe and welcoming

<u>Office</u>

- Ensure the smooth day-to-day running of the Amma premises including sign in processes,
- Act as a point of contact for people contacting Amma by phone, or in person
- Conduct weekly office checks relating to stock of items, housekeeping, and health & safety, dealing with issues arising with support from management
- Manage a large office storage space and the systems for receiving and distributing items for clients
- Ensure that food hygiene protocols are met
- Carry out health and safety inductions for staff and volunteers

- Act as an Amma Fire Warden
- Oversee the set-up, management and distribution of mobile phones for staff and volunteers
- Support with online systems (including website, databases, online forms)
- Purchase equipment and office supplies as required
- Organise, support and guide office-based volunteers as required
- Support with PVG applications for staff and volunteers
- Support with printing and preparation of resources
- Support with team and office administration as required
- Booking interpreters for services

Person Specification

Essential

Experience, skills and knowledge

- Administrative and organisational experience in an office environment
- Strong IT skills including email, databases, and record-keeping systems
- Excellent attention to detail
- Experience managing multiple tasks and competing priorities effectively
- Confident communication skills with diverse groups of people
- Practical problem-solving abilities and resourcefulness
- Ability and confidence to create and implement effective systems

Personal qualities

- Warm, welcoming, and professional manner
- Self-motivated with ability to work independently and as part of a team
- Flexible, adaptable approach to varied and changing demands
- A natural 'can-do' approach with genuine satisfaction from troubleshooting issues and making things work better
- Reliable and trustworthy
- Commitment to Amma's values and mission
- Respectful, sensitive and non-judgemental attitude towards people from diverse backgrounds

Desirable

- Experience working in voluntary sector or community settings
- Experience supporting groups or events
- Basic financial administration or petty cash management
- Experience working with volunteers
- Training in health and safety, fire safety and food hygiene (although training can be provided)
- Access to a car and willingness to deliver items to clients

Other requirements

- This role requires a Disclosure or PVG check, which will be processed during recruitment
- Flexibility to occasionally work outside standard office hours when groups or events require

Accessibility & role requirements

We are committed to making our roles as accessible as possible and to supporting staff with additional support needs. Please let us know if you have any accessibility requirements or would like to discuss reasonable adjustments at any stage of the process.

This role involves regular group activities, which can be busy and dynamic environments. As a result, the role may include sensory elements such as loud noise, crowded spaces, food odours, visual stimuli, and variable lighting and room temperature.

The role may also involve periods of standing and moving around the space, including setting up or supporting group activities. It will also be necessary to carry out practical tasks, including setting up and tidying up spaces, moving bulky items and handing deliveries

Equity, diversity & inclusion

Amma believes in fairness, equity, diversity and inclusion. We recognise the importance of an inclusive and diverse workforce, and we strive to ensure our recruitment process is inclusive and accessible to everyone.

We welcome and actively encourage applications from people with a diverse range of experiences, regardless of age, disability, gender, ethnicity, religion and sexual orientation.

We recognise that lived experience can be just as valuable in many areas as professional experience. We are not solely focused on academic qualifications or professional experience and are interested to know about any knowledge and skills gained through lived experience.

How to apply:

Please send a CV and short cover letter to Morag Riddet, morag@ammabirthcompanions.org.

The application deadline is **March 1, 2026,** with interviews scheduled to take place on **March 12, 2026**.