

JOB DESCRIPTION

Job Title:	Administration & Communications Officer
Responsible to:	Chief Executive Officer
Time requirement:	21 hours per week (hours will be agreed with some element of flexible working)
Location:	Onsite at Canongate Youth offices, 6 Infirmary Street, Edinburgh

PURPOSE OF THE JOB

To provide administrative support through office management, day-to-day operations, and external communications of the organisation.

Key Responsibilities

- Lead the effective use of office and other workspaces' equipment, processes and resources.
 - Keeping key resources in stock and equipment in good repair.
 - Maintain admin contracts and relations with suppliers e.g. IT, phones etc.
 - Lead and model good practices around tidiness, maintenance, and organization.
 - Liaise with cleaners and others to ensure the building is clean and well-maintained.
 - Support consistent and tidy electronic file-sharing and document storage.
 - Support health and safety monitoring and implementation as required.
- Finance administration
 - Maintain the debit card purchase register in accordance with written procedures.
 - Maintain the invoice payments register in accordance with written procedures.
 - Administrate the petty cash system in accordance with written procedures.
 - Weekly Finance Admin Check-in meeting with CEO and Operations Manager.
- Provide a reliable and engaging first point of contact for enquiries
 - Answering the telephone (including answerphone) and greet and assist visitors on behalf of the organisation.
 - Monitoring post box and designated email inboxes, promptly responding and distributing messages to CY team.
- Marketing & communications (liaising with the CEO and CY Team)
 - Gather information, edit, and distribute monthly newsletter which engages and informs parents and other stakeholders.
 - Lead/co-ordinate and post on the Social Media channels including Facebook, Instagram, TikTok, LinkedIn.
 - Co-ordinate and update the CY website, ensuring the website is compliant with legislation and best practice, including data protection, safeguarding, fundraising and charity guidance.
 - Publicize CY activities, events and opportunities to key audiences.

- Youth work administration
 - Support the youth work team with their administration responsibilities including Oasis database, for example note-taking at team meetings, practical planning support, purchasing, resource management etc.
 - Carry out Protection of Vulnerable Groups Checks and maintain the up-to-date and accurate admin and record keeping associated with those checks.
- Management team and governance administration
 - Support administration of funder relations, contracting and reporting.
 - Support the Management team and Board with their administration responsibilities, for example note-taking at team meetings, practical planning support, purchasing, resource management etc.
 - Support with community and corporate fundraising activities across the organisation as required.

Other Responsibilities

- Maintain appropriate relationships with children, young people, and young volunteers using our services.
- Maintain appropriate working relationships with team members, sessional staff, contractors and volunteers and Board members.
- Play an active part in the CY team's shared administrative and domestic responsibilities.
- Comply with relevant legislation, best practice and policies of CY. This will commonly include safeguarding, health and safety, data protection compliance etc.
- From time to time you may be required to carry out other reasonable duties which are broadly consistent with the duties as detailed above or as reasonably required by the Management Team.

Please note that our individual responsibilities under CY policies incorporate supporting our collective compliance, including reporting non-compliance where that is evident.

Qualifications & Experience

Essential
Administrative experience — confident and pro-active in a busy office or organisational environment.
Communications experience — creating social media content, newsletter, scheduling posts, or managing online communications.
Customer service or front-facing experience — dealing professionally with enquiries from parents, partners, and the public.
Desirable
Finance administration experience — handling receipts, petty cash, or basic financial tracking.
Website management experience — familiarity with platforms such as Squarespace, or similar.
Experience in the charity, youth work, education, or community sector.

Skills & Competencies

Essential
Exceptional organisational skills — able to manage multiple systems, deadlines, and inboxes without supervision.
Proactive problem-solving — notices gaps, anticipates needs, and takes initiative.
Strong communication skills — clear, warm, professional written and verbal communication.
Attention to detail — accuracy in finance logs, PVG records, newsletters, and website updates.
Digital confidence — comfortable using MS office 360, online platforms, file sharing, scheduling tools, and supporting colleagues to use these.
Ability to prioritise — Calm under pressure, manages competing demands in a fast-moving youth work environment.
Confidentiality — handles sensitive information appropriately and understands CY's safeguarding culture.

Knowledge

Desirable
Understanding of GDPR — especially around mailing lists, referrals, and PVG documentation.
Basic finance processes — receipts, petty cash, naming conventions, monthly reconciliation.
Social media best practice — audience awareness, scheduling, tone, safeguarding considerations.
Health and safety in the workplace.

Personal Attributes

Essential
Warm and approachable — positive first point of contact for parents, partners, and young people.
Team focused — supports staff, volunteers, and management with professionalism.
Discreet and trustworthy — handles sensitive information with care.
Self-motivated — works independently and keeps systems running without being prompted.
Willingness to learn new systems.