



Rowan Alba
More than just a roof

0131 229 7554 info@rowanalba.org rowanalba.org @RowanalbaLtd @RowanAlba

Job Description – Business Administrator

Responsible to – Business Manager

28 hours Monday to Friday

Salary: £25,480 Pro Rata

OVERALL PURPOSES OF JOB

The Business Administrator provides administrative and communication support across all Rowan Alba services.

In this role, you will be responsible for providing effective administrative support that ensures the smooth day-to-day operation of the business. The Business Administrator coordinates processes, manages information, and supports communication across departments, enabling teams and management to work productively.

Job Specification

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| Core Purpose of Job | <p><u>Business Administration</u></p> <ul style="list-style-type: none"> - Act as a first point of contact for staff entering and exiting the business. - Create staff ID cards and keep a register of these cards. - Order stationery required for Head Office - Deal with incoming and outgoing mail - Prepare the on call rota - Maintain the Business Administration Manual - Maintain lists of equipment issued / returned from staff and also update HR with signed equipment forms. - Keep an up-to-date record of supplier contract end dates and notify the Business Manager of any approaching end dates at least 6 weeks in advance. - Collate and File Finance Request Forms and ensure these have been authorized and numbered before placing in the approved files. - Undertake general administrative duties accurately and efficiently; <p><u>Communication Support</u></p> <ul style="list-style-type: none"> - To ensure effective communication in line with the company culture both internally and externally; - First point of contact for all general enquiries received via phone, email and our website. - Send company wide communications to staff when required. - Add new information to our website as directed by your line manager (eg job adverts, On Call information) - Respond to donor / fundraising communications and send thank you letters as required. |
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Business Administrator

This version replaces any previous one

May 2026



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| | <p><u>Fundraising Administration</u></p> <ul style="list-style-type: none">- Maintain an accurate donor & fundraising database.- Maintain a record of our donation tins, coordinate with donors for distribution and collection of these tins and arrange thank you letters for these donations.- Provide administrative support for community fundraising events- Research community fundraising events in the local area and establish a calendar of these events.- Gather case studies and feedback from clients across the business. <p><u>IT Administration</u></p> <ul style="list-style-type: none">- Act as a liaison with our IT contractors to report, escalate or follow up on issues.- Notify our IT contractors of staff changes and arrange / remove account set up and permissions.- Maintain lists of IT equipment and its location and purchase dates. |
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Business Administrator

This version replaces any previous one

May 2026

Rowan Alba Limited is a Company Limited by Guarantee 289744 with Charitable Status (Charity No.SC036775).
Our registered head office is Rowan Alba at SPACES, 1 Lochrin Square, 92-98 Fountainbridge, Edinburgh, EH3 9QA.



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| Organisational Position | Business Administrator |
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| <u>Authority Levels</u> | |
| Financial and tangible resources | <ul style="list-style-type: none"> Per the delegated authority policy. |
| People | <ul style="list-style-type: none"> Implement Rowan Alba's employment policies within the limits set in procedures. This includes recruitment, selection and induction of staff you have line management responsibility for. |

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| <u>Accountability</u> | |
| Freedom to Act | <ul style="list-style-type: none"> The line manager provides you with the support to do your job and formal supervision |
| Risk Management | <ul style="list-style-type: none"> You keep up to date with relevant health and safety and data protection developments, to help manage any related risk. General risk assessment - analysing potential risks in carrying out tasks, as well as contributing to identifying, describing and estimating the risks affecting the organisation. Manage GDPR archival, retrieval and destruction on an ongoing basis for finance. |
| Level of problem-solving required | <ul style="list-style-type: none"> Day-to-day problem-solving skills relating to your duties and to general matters arising in the office environment. You regularly apply creative or adaptive thinking to develop imaginative new approaches or solutions. |
| <u>Communication</u> | |
| Subject complexity and expertise | <ul style="list-style-type: none"> Understand the importance of good and clear communication and practice good communication methods on a daily basis and in a timely manner |

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| | <ul style="list-style-type: none"> Understand and interpret a wide range of documents, including a broad range of policy documents and draft legislation, to assess their relevance and impact on RA's work. |
| Contact inside the organisation | <ul style="list-style-type: none"> Support as required to the CEO, Senior Management Team and Board. |
| Contact outside the organisation | <ul style="list-style-type: none"> You will liaise on a regular basis with external key contacts such as supplier's and donors. |

Person Specification

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| <u>Experience</u> | |
| Essential | <ul style="list-style-type: none"> A proven track record of administrative experience Experience working within a busy office requirement |
| Desirable | <ul style="list-style-type: none"> Experience of working in the voluntary sector and of service delivery |

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| <u>Knowledge and understanding</u> | |
| Essential | <ul style="list-style-type: none"> Demonstrable knowledge of a range of Microsoft software packages. Demonstrable knowledge on GDPR requirements (including data retention) |
| Desirable | <ul style="list-style-type: none"> Experience of working in the voluntary sector and of service delivery |

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Skills, education, qualifications

Essential

- Proven record in office administration role
- Strong interpersonal, written and oral communication skills
- Excellent organisational and time management skills
- Excellent IT skills

Other essential requirements

Essential

- Highly Organised and Methodical;
- Non-judgemental & accepting;
- Excellent communication skills and a confidence in explaining finance matters and dealing with a range of people;
- Ability to deal with multiple priorities and a fast-changing environment, as the remit of the role is wide and varied;
- Excellent time management and organisational ability, to manage different duties, including the ability to prioritise tasks to meet deadlines;
- Good attention to detail, and the ability to produce work with a high level of accuracy, and ability to spot errors;
- Dynamic and engages well with people;
- Ability to plan and manage work effectively and deal with competing priorities;
- Ability to work as part of a team and on own initiative;
- Ability to liaise well;
- Incorporate equalities issues within your work;
- A positive thinker and creative problem solver;
- The ability to listen to and understand requirements as well as share ideas.

This role profile is not exhaustive; it will be subject to periodic review and may be amended to meet the changing needs of the business. The post holder will be expected to participate in this process, and we would aim to reach agreement to the changes.

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