

About GDA

GDA is a vibrant disabled people led organisation with **over 5500 Members** – the biggest groundswell of disabled people in Europe. GDA brings diverse disabled people together, with all kinds of impairments and conditions from across Glasgow and beyond. Our common bond is our shared experience of disabling barriers and of working for solutions to break these down. We are a leading example of a **community of identity**, united around a sense of belonging, shared experiences of exclusion and inequalities and a resolve to overcome these and achieve disabled people's improved experiences of equality and human rights.

A model of grassroots community activism, our mission is to build confidence, connections and enable the contributions of diverse disabled people. **Our vision** is that disabled people can participate fully in their own lives, communities and wider society with the support they need and with choices equal to others.

GDA is proud to be part of the disabled people's Independent Living Movement, founded on the **social model of disability**. This liberating model is a different way of understanding “**disability**”, and maintains that although impairments and health conditions are a normal part of life – inequality is not. Disability results from the barriers we face, living in a society that was not designed with us in mind. It is therefore society that disables us. Equality is not about fixing disabled people's bodies or impairments. Instead, it is about removing the barriers in society.

GDA's approach is founded on Human Rights and Community Development:

We believe disabled people have vital expertise through lived experience of inequality. Our programmes raise disabled people's consciousness of their rights and entitlements, build confidence and voices to contribute experiences and expertise and put them at the centre of driving solutions to inequalities faced. We do this through:

- **delivering programmes of holistic individual support** including personal learning and development and building self-esteem and aspirations; GDA also supports disabled people through employability coaching, wellbeing support and welfare rights to make sure they access rights and entitlements; we deliver events and activities which connect disabled people with each other and with services and opportunities which support them.
- **developing disabled people's collective capacity and collective voices**, drawing on powerful peer support opportunities and building on strengths to increase confidence and capacity to be leaders in their own lives and participate in decisions which affect them.

- **collaborating with others**, including policy and decisions makers, promoting co-design opportunities, sharing lived experience with and of disabled people, amplifying voices and priorities and driving positive change by working to shape and influence policy decisions and service reform.

GDA acts as an independent and strategic partner to both Scottish Government and Glasgow City Council. We provide and share lived experience evidence, data and insights across a range of policy and service development areas including Social Isolation, Employability, Social Care, Mental Health and Wellbeing, Participation, Social Security, Minimum Income Guarantee and Covid-19 responses. At both local and national levels, GDA has led and collaborated on strategic approaches to tackling disabled people's long term poverty, inequality and poorer life outcomes.

Job Description and Person Specification

Job Title: Admin & Access Officer

Salary: £22,000

Contract status: This is a fixed term post initially funded for 6 months and dependent on current context and related funding.

Reports to: Office Manager

Accountable to: Chief Executive

Hours: 35 hours / week Monday – Friday.

Location: Templeton Business Centre & Working from home when required.

Outline of the role

GDA is seeking an experienced self-motivated, flexible and multi-skilled individual to join our admin team, working collaboratively with other GDA staff and partners. The Admin & Access Officer will support the Office Manager to ensure the smooth running of GDA's Administration function ensuring effectiveness and efficiency. The post-holder will require a strong aptitude for multi-tasking and attention to detail with a flexible approach.

Supported through an ongoing programme of coaching, updates and personal development, along with professional input from your line manager, you will deliver the highest quality service, ensuring that we are responsive to disabled people's needs and striving to ensure that everyone who contacts us feels that they have had a positive experience and are treated with kindness and understanding.

Main Duties and Responsibilities

Key Admin tasks

To maintain effective administration procedures and office systems which support GDA's work using a range of office software, including email, word, spreadsheets and databases. In particular:

- Provide high quality information, support and referrals in an empathic, calm and professional manner to callers of the telephone helpline.
- To support the GDA team with administration tasks as delegated, e.g. contacting GDA members to invite them to learning, meetings and events; taking notes in meetings, making and confirming access/support arrangements e.g. booking taxis, ordering lunch etc.
- To contribute to the coordination and organising of events, learning, training courses, conferences, meetings and community based events. We are currently delivering these online, in-person and hybrid.
- Identify, record and meet the accessible communication needs of GDA programme participants, members and related contacts as appropriate.
- To accurately input data and maintain management information systems, update our Group Learning Calendar and retrieve reports as required.
- To assist with large mail outs and communications to our members and partners.
- To ensure communications are appropriately logged, distributed and dealt with in an efficient and effective manner.
- Support disabled people to engage in online and face to face learning and events, e.g. helping them to join zoom, helping with teas / coffees, taxis etc
- Ensure the office is suitable stocked with stationery, water and organise shredding uplifts.
- To maintain a safe working environment in the office and at home in terms of GDA health & safety, fire safety, first aid, environmental and recycling policies. Ensuring office is kept clean and tidy and meeting rooms are prepared as required.

Monitoring and evaluation key tasks

- Maintain accurate records, gather evidence and collate information for the purposes of statistical and qualitative monitoring and evaluation reports e.g. numbers of calls, number of learners, feedback from callers, etc. as appropriate.
- Work within the policies and processes in place for the service, including call handling processes, data input and management, quality assurance processes and safeguarding procedures.
- Work with others to help to identify gaps in the project provision and update information and resources accordingly.

- Contribute to the ongoing development of the monitoring and evaluation systems and processes for the project.
- Contribute to the development of the project more widely in response to ongoing evaluation and project learning.
- Comply with GDPR at all times in relation to the above.

General duties

- To be directed and supervised, as necessary, by Office Manager / Chief Executive in relation to tasks, workloads and priorities.
- Work collaboratively with GDA colleagues, contributing to the positive, proactive and supportive culture of GDA.
- Subscribe to the ethos, vision and mission of GDA, taking individual and collective professional responsibility to champion equalities and human rights.
- Work at all times with integrity, kindness and to the highest professional standards.
- Ensure that services are provided in accordance with GDA's Policies e.g. confidentiality, equal opportunities, health and safety, GDPR.
- Undertake other duties as may be required by the Office Manager, CEO or GDA's Board of Directors consistent with the overall aims of the post, project work plan priorities.

Person Specification: Admin & Access Officer

| Skills & Abilities | Essential | Desirable |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| 1. Strong listening and communication skills with high levels of understanding and empathy. | ✓ | |
| 2. Ability to support disabled people to access GDA's services and activities and/or refer where appropriate. | ✓ | |
| 3. Ability or willingness to learn how to engage and respond to people with diverse access / communication support needs e.g. individuals with learning difficulties, speech or hearing impairments; individuals who may require interpreting services (BSL or other languages) | ✓ | |
| 4. Ability to maintain confidentiality sensitively and appropriately. | ✓ | |
| 5. Ability to remain calm, particularly when dealing with challenging or upsetting calls. | ✓ | |
| 6. Excellent planning and organisational skills with good attention to detail. | ✓ | |
| 7. Able to work independently and proactively with minimal supervision to prioritise and reprioritise work whilst also able and willing to take direction - especially when homeworking. | ✓ | |
| 8. Ability to support people with online basics, e.g. how to download Apps to help them engage in GDA activities. | ✓ | |
| Knowledge and Experience | Essential | Desirable |
| 1. Experience of using relevant customer relationship management (CRM) databases, Excel etc. | ✓ | |
| 2. Proficient MS Office skills: Outlook, Word, Excel including Teams and Zoom. | ✓ | |
| 3. Educated in the field or equivalent experience and track record, e.g. in a busy office environment. | ✓ | |
| 4. Knowledge and experience of working with people experiencing complex situations i.e. those who have social, emotional and mental health issues, or people in crisis. | ✓ | |
| 5. Basic knowledge of data protection – GDPR | ✓ | |

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| 6. Experience of supporting people who may experience communication barriers, including disabled people and those whose first language may not be English. | | ✓ |
| 7. Experience and/or personal experience of supporting disabled or disadvantaged people, individually or groups. | | ✓ |
| Personal Attributes & Attitude | Essential | Desirable |
| 1. Strong commitment to high standards of service delivery and quality customer care. | ✓ | |
| 2. Demonstrable kindness and must value human rights, non-discriminatory and non-judgemental approaches. | ✓ | |
| 3. Teamwork: contributing to and supporting your colleagues utilising individual and shared learning and development. | ✓ | |
| 4. Accountability: taking responsibility for your actions and behaviour using feedback to learn and develop | ✓ | |
| 5. Effective relationships: understanding how your behaviour affects others, showing trust, and collaborating positively. | ✓ | |
| 6. Self-motivated, proactive and ability to work on own initiative under pressure and to tight deadlines. | ✓ | |
| 7. Commitment to ethos of GDA and a passion for working with disabled people to overcome barriers and achieve positive changes in their lives. | ✓ | |
| 8. Flexible approach, including willingness to work hours to meet the needs of the organisation. | ✓ | |