

Administrator

Salary	£21,000.00 - £23,000.00 dependent on experience
Annual Leave entitlement	25 days (plus 10 bank holidays)
Working hours	Full time
Contract	Permanent contract
Location	Ratho, Edinburgh (currently hybrid-working)

Closing date for applications: 28/01/2022

Online interviews for this role will take place w/c 07/02/2022

Given the current Covid-19 pandemic, all first stage interviews will take place via Teams calls and a degree of flexibility will be required. We appreciate your understanding on this matter.

Please send CV and covering letter to: Humanresources@foodanddrink.scot with the title of the job you are applying for in the subject line.

BACKGROUND

The Business Development Managers (BDM) are ambassadors for Scotland Food & Drink in their areas and are often the first and main point of contact for food and drink companies, our members and partners. We lead with member engagement and provide support and guidance to our members. Along with our UK Market Development colleagues, we bring opportunities for business growth and development to our members and recruit them to SF&D programmes that could benefit their business as well as the wider support landscape that exists for Scottish food and drink businesses.

ABOUT SCOTLAND FOOD & DRINK

Scotland Food & Drink is the industry leadership body for the sector, representing over 460 members and providing a unique platform for collaboration between industry and the Scottish Government to help drive responsible growth and secure Scotland's reputation as a land of food and drink.

Prior to the pandemic, Scotland's food and drink industry had gone from strength to strength. The sector was worth £14.8 billion, employing 115,000 people across the whole of Scotland. From its record high value, the sector has contracted over the past 12-15 months as Coronavirus and Brexit impacts shook the global and UK economies.

To set the industry back on its remarkable growth path, the Scotland Food & Drink Partnership is leading on delivery of the *Recovery Plan*. With over fifty actions the plan brings together businesses and trade organisations from across the sector to boost economic activity and speed up the recovery. The plan is backed by the Scottish Government with a £15 million investment to realise the strategy.

At Scotland Food & Drink our culture is very important to us. We believe working with us should be a hugely positive experience and we live and work by our core values:

Ambition – we are passionate about making a difference.

Collaboration - our impact comes from harnessing the individual strengths of our people and our partners, forging a strong team spirit. We have each other's backs.

Respect – we all set the tone, taking personal responsibility for our actions, embracing empathy, and generating a world class external reputation.

Balance - work is important, life is everything. Success is doing both well.

We recognise that diversity and inclusion is a journey, and we are committed to learning, listening, and evolving to become more diverse, equitable and inclusive than we are today.

JOB ROLE

A new post of Administrator is being created with responsibility for primarily supporting the Business Development team in its engagement work with our members as well as supporting other teams on an ad hoc basis as required.

You will provide day-to-day administrative support to the BDM team including regular and ad-hoc reporting, data capture, CRM maintenance, mailbox monitoring and supporting member activity and engagement events as required. You will be an important element of our member engagement processes ensuring the team have the support they need to allow them to manage effective member relationships.

DUTIES & RESPONSIBILITIES

- Lead on the processing of membership administration and maintenance of our CRM system including responsibility for processing new members, welcome packs, updating contact lists, renewals, cancellations etc.
- Management of various membership in-boxes including TBAS, SDA and SF&D info@ mailbox
- Maintain central BDM team data and one-drive folders on behalf of the team
- Coordinate team meetings including diary bookings, room and equipment bookings and any other related items as applicable such as issuing agendas, taking meeting notes etc
- Issue member emails/communications in support of member engagement activity as required by Head of BDM and BDM team. For example, invites, deadline chasing, issuing updates etc
- Engage with, and support, coordination and organising of member events such as webinars, meetings, forums, visits etc as required
- Support Head of Business Development with reporting requirements, data sourcing, diary management, and projects as required
- Monitor and record tracking of membership applications/responses to SF&D activities as appropriate and ensure BDM team kept informed of developments
- Provide admin support for TBAS & SDA activities and meetings as required
- Monitor membership communications to members from CRM system are working effectively and, in conjunction with Head of BDM, ensure message content is up-to-date and appropriate.
- Issue membership certificates and supporting communications as required
- Provide general admin support to the BDM team as required
- Assist the UKMD team with ad hoc admin duties.

SKILLS AND EXPERIENCE REQUIRED:

Essential:

- Motivated individual with previous administration experience in a complex organisation, ideally within a team support capacity
- Skilled in use of Microsoft Office Tools(Word/Excel/Powerpoint/Outlook)
- Experience in using and maintaining CRM systems
- Highly organised and good time management ability. Proven ability to work to deadlines
- High attention to detail and ability to multi-task at speed in a busy environment.
- Confident communicator with good verbal & written skills
- Collaborative team player with good people skills and able to work effectively in teams and across an organisation.
- Willingness to travel and attend events out with normal hours if required

Desirable:

- Good understanding of the Scottish food and drink sector
- Genuine interest/passion for food and drink