

Scottish Tourism Alliance

Business Support Administrator – part time



**SCOTTISH
TOURISM
ALLIANCE**

Your voice in tourism matters

Organisation: Scottish Tourism Alliance
Grade: Administrator
Scale: £ 19,500.00 - £21,500.00 pro-rata
Location: Agreed blend of home working & hot desk/office
Contract: Part-time 16 hrs pw (flexible over 5 days)
Closing Date: 16th June 2021

Job Description

About the STA

The [Scottish Tourism Alliance](#) (STA) is the representative body of the Scottish tourism industry.

Our organisation comprises over 250 trade associations, businesses, destination groups and other organisations with an interest in tourism.

We offer the best possible representation of the issues and challenges we face as an industry through continuous engagement with more than 70% of tourism businesses in Scotland. Our membership is spread across all regions and destinations in Scotland. We are governed by a [Board](#) with representation from all sectors within Scotland's tourism industry. Find out more [here](#).

Responsibilities and Duties

Reporting to the Business Support, Finance and Membership Manager your role will include:

- Secretariat for the STA council and forums – assist with co ordinating & sending out of meeting invites for council & forums and to take the minutes at that those meetings. *(These meeting are currently conducted virtually)*
- CRM system maintenance
- Administrative support on bespoke STA projects and contracts
- Assist with STA membership administration including onboarding, membership follow ups and renewals
- Assist with general finance admin (e.g. debt management, processing of invoices)
- Support with STA events operationally on the lead up to and on the day of the event.
- Telephone and email enquiries
- Other ad-hoc admin tasks/ projects as required

Skills and Experience Required

We are seeking a highly motivated individual with the following skills:

- Educated to HNC/SVQ3 in Administration or equivalent and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.
- Experience of minute taking would be beneficial
- Experience of CRM systems is desirable, but training can be provided
- Experience in MS Office is essential (Word, Excel, PowerPoint, Outlook)
- Experience using Eventbrite would be beneficial
- Knowledge of Xero accounting system would be beneficial
- Good written and communication skills
- Excellent telephone manner
- Highly organised with the ability to work independently as well as be part of a team within a fast-paced environment

Please note 2 x references will be required if successful at interview

Deadline for applications is 16th June

Interviews will take place on 22nd/23rd June

Due to the expected volume of applications, we will only be contacting applicants who have been successful in meeting our shortlist requirements

Please email your CV and covering letter to Mhairi Smith, Business Support, Finance and Membership Manager – mhairi.smith@stalliance.co.uk