



ROUSAY, EGILSAY & WYRE DEVELOPMENT TRUST

JOB DESCRIPTION AND PERSON SPECIFICATION

Office Coordinator

OFFICE Coordinator

Permanent, part-time and office-based

Post	Office Coordinator
Location	REWDT office, The Pier Cabin, Rousay, Orkney, KW17 2PU
Reports to	Transitional Operations Support Manager
Salary	£30,000 (pro rata)
Hours	Up to 21 hours per week, office-based, occasional flexibility may be considered
Contract	Permanent
Pension/leave	In accordance with REWDT's terms and conditions

Job purpose

To provide a reliable, welcoming and continuous office presence for the communities of Rousay, Egilsay and Wyre. The postholder will coordinate the Trust office, act as the first point of contact, maintain effective administrative systems and support staff and directors with communications, finance administration, transport coordination and the orderly flow of information.

Key duties and responsibilities

Office coordination and administration

- Open, organise and maintain the office as a professional, accessible and welcoming community contact point.
- Manage diaries, appointments, room bookings, shared calendars, office supplies, equipment and routine facilities matters.
- Maintain clear electronic and paper filing systems, registers, contact lists, templates and archives in accordance with agreed retention and data-protection procedures.
- Provide administrative support to the staff team and Board, including correspondence, document preparation, meeting arrangements, minute-taking when required and action tracking.
- Develop sufficient working knowledge of Trust services, projects and referral routes to resolve routine enquiries or direct them promptly to the correct person.

Reception, enquiries and communications

- Act as the first point of contact for visitors and enquiries received in person, by telephone, post and email, including management of the info@rewdt.org inbox.
- Log, acknowledge, distribute and follow up enquiries, correspondence, complaints and information requests in line with approved procedures and response times.
- Prepare and schedule routine community information for the website, social-media channels, noticeboards and newsletters, obtaining approval where required.
- Maintain mailing lists and support accessible, factual and consistent communications across Rousay, Egilsay and Wyre.

- Handle personal, commercially sensitive and confidential information with discretion and impartiality.

Finance administration support

- Support the finance officer with purchase and sales invoices, receipts, expense claims, banking records, payment paperwork and other routine bookkeeping administration.
- Maintain accurate source records and audit trails, following segregation-of-duties and authorisation controls.
- Assist with grant administration, community grant records, supplier information and collation of evidence for funder claims, reports and financial audits.
- Monitor routine office expenditure against approved budgets and flag discrepancies promptly.

Transport coordination

- Coordinate bookings, enquiries, driver information and routine administration for community transport services in accordance with approved policies and operating procedures.
- Maintain booking records, usage data, vehicle documentation and key dates, and promptly refer operational, safety or compliance concerns to the manager.
- Communicate clearly with passengers, drivers, staff and partner organisations, taking account of accessibility and island travel constraints.
- Arrange any repairs, insurance claims and MOTs, including occasional travel off island to deliver vehicles for MOT or servicing.

Governance and team support

- Maintain Board and committee calendars, approved document registers, policy review dates, statutory deadlines and action logs as directed.
- Support induction and practical office orientation for staff, directors, contractors and volunteers.
- Contribute to a supportive team culture, share information appropriately and provide reasonable cover for agreed administrative duties.
- Follow REWDT policies relating to health and safety, data protection, confidentiality, equality, safeguarding, records management and financial controls.

Authority and boundaries

The Office Coordinator is expected to work confidently, use initiative and take ownership of routine office matters. The role does not carry delegated authority to commit the Trust to expenditure, contracts, employment decisions, public policy positions or responses on sensitive governance, legal or personnel matters unless specific written authority has been given. Such matters must be escalated promptly.

Person specification

Criterion	Essential	Desirable
Recent experience in office administration, reception, customer service or a comparable coordination role	✓	
Ability to organise a busy workload, prioritise competing demands and complete tasks accurately without close supervision	✓	
Excellent written and verbal communication skills, with a helpful, calm and professional manner	✓	

Strong digital skills, including Microsoft office, Canva, Publisher and managing content social media platforms	✓
Experience maintaining accurate records and handling confidential or sensitive information	✓
Numeracy and experience supporting invoices, receipts, expenses or other finance administration	✓
Ability to work constructively with residents, staff, directors, contractors and partner organisations	✓
Understanding of boundaries, authorisation controls and when to escalate an issue	✓
Experience of minute-taking, newsletters, website content or community communications	✓
Experience of transport, booking or scheduling administration	✓
Knowledge of development trusts, charities or community-led organisations	✓
Knowledge of Rousay, Egilsay and Wyre and the practical realities of island life	✓
Full UK Driving License	✓

Personal qualities

- Approachable, dependable and community minded.
- Proactive and able to ‘hit the ground running’ while remaining willing to learn.
- Discreet, impartial and respectful in a small-community setting.
- Methodical, resilient and committed to high standards of service and follow-through.

About REW Development Trust

Rousay, Egilsay and Wyre Development Trust (REWDT) is a community-led charitable company serving the three islands. Its purpose is to support sustainable social, economic and environmental development and improve quality of life for residents. The Trust manages a varied portfolio of community services, projects, assets, grants and partnerships through its Board, staff team, subsidiaries, contractors and volunteers.