



Access Officer Job Specification

About the Society

The Scottish Rights of Way and Access Society – ScotWays – works to protect public access to Scotland’s land. It is a voluntary membership body and a charitable limited company. Originally set up in Edinburgh in 1845, it is probably the world’s oldest-established outdoor access organisation.

ScotWays is overseen by a Board of voluntary Directors drawn from all over Scotland. A small dedicated staff team, supported by volunteers, run the organisation from our office in central Edinburgh. Another band of volunteers across Scotland represent ScotWays on local access issues and carry out practical tasks such as checking access routes and putting up signposts.

Further details about ScotWays and its work can be found on our website at <https://www.scotways.com/>.

The context and aims of this post

The purpose of this post is to manage and execute the enquiry process. It will also support the Senior Access Officer, National Secretary and the Treasurer in managing information databases, financial systems and supporting the ScotWays membership. There will normally be more than one Access Officer in post and the responsibility for fulfilling the scope of the post will be allocated to the individual officers by the Chief Operating Officer.

Reporting structure: Line manager is the Chief Operating Officer.

The scope of the post: The precise content and balance of priorities in the work programme of the post will be subject to review with the Chief Operating Officer, the Board of Directors and any appropriate sub-committee to which it may be delegated.

- **Manage Enquiries System**
 - To act as the focal point for all incoming enquiries to ScotWays.
 - To ensure staff and volunteers comply with the ScotWays enquiry processes.
 - To ensure enquiries are correctly recorded within the ScotWays enquiry system.
 - To distribute enquiries for resolution amongst the appropriate staff and volunteers.
 - To ensure all enquiries are dealt with within prescribed timescales and any delays are appropriately reported to management and the enquirer.
 - To check responses to ensure that they are accurate in all aspects, consulting other staff and volunteers as necessary.
- **Respond to Enquiries**
 - To use the ScotWays digital and paper records to respond to enquiries, both simple and complex.
 - To work with other staff and volunteers in responding to enquiries.
- **Manage Volunteers**
 - To assist with recruiting volunteers.
 - To assist in providing volunteers with initial and ongoing training.
 - To issue enquiries only to appropriately trained volunteers.
 - To support volunteers.
- **Support the Senior Access Officer**
 - To assist with improving the quality of digital information within ScotWays.

- To assist in the management of all ScotWays information in line with ScotWays policies and procedures.
- To assist in the management of the IT systems used to manage ScotWays information.
- **Support the Treasurer**
 - To undertake the activities of treasurer during periods when the Treasurer is absent.
 - To assist in the day to day management of financial matters including reconciling income and following up on unpaid invoices.
 - To assist with the financial aspects of membership including processing standing orders and direct debits.
- **Support the National Secretary**
 - To assist in the smooth running of ScotWays.
 - To assist in the delivery of membership benefits such as such as the members walks programme and the members newsletters.
- **Any other activities as appropriate to the post**
 - To assist other members of staff in the fulfilment of their roles and in support of ScotWays' charitable objectives.
 - To represent ScotWays to any external organisations and groups.
 - To comply with all ScotWays policies and processes.
 - To undertake any other duties as may be appropriate to this post.
 - To undertake self-improvement to improve personal knowledge of ScotWays processes, the legal and cultural background to outdoor access in Scotland.