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**Administrator**

**Job Description**

**General:**

Job Title: Administrator

Responsible to: Senior Manager

Location: Edinburgh

Hours of Work: Full time, 35.75 hours

Salary: £ 22,000 (to £24,000)

Type of Contract: Permanent

**Overall Purpose of the Job:**

The Administrator will focus specifically on the areas of: project support, monitoring and reporting, office management and financial and HR administration to the organisation. The Administrator will line manage admin assistant staff to support the Administrator with their responsibilities.

**Responsibilities:**

**Project Team Support, Monitoring & Reporting**

* To be the first point of contact for telephone and personal enquiries, recording referrals, welcoming visitors and providing information, guidance and advice about Into Work.
* Maintain the Caselink data management system (or others as appropriate) for storing client information to track the progress of Employment Services clients, and to provide guidance and support to Employment Advisers on correct use of the system.
* To produce information for management reports, analysis, and funders. Including quarterly and annual funder and board reports.
* To Liaise with external Caselink managers and represent Into Work at Caselink networking, training and feedback sessions.
* Contribute to the on-going development of the service delivery systems and processes to meet partner and client needs.
* Ensure that electronic and paper client filing system and client records are accurately and confidentially maintained, up to date and contain relevant signed documents as required by the project and funders on a day to day basis and for external audit and monitoring meetings.
* Develop, manage and maintain outcome evidence procedures.
* Attend staff meetings, provide information on progress towards targets and outcomes and take notes.
* To contribute to induction and training of new staff as appropriate.

**Office Management**

* To oversee the smooth and safe running of the Into Work office in line with health and safety policies and procedures.
* To be responsible for carrying out Health & Safety procedures (VDU & workstation assessments).
* To collate and distribute the Staff Handbook and Health & Safety Handbook.
* To maintain list of suppliers & contractors, support the procurement of business & office supplies, services and equipment.
* To ensure that general office equipment (e.g. photocopier, printer, fax, laptops) are in good working, ready for use and be key contact with suppliers as appropriate.
* To undertake the duties of the Into Work Fire Officer
* To undertake role of Data Controller who determines the purposes for which, and the manner in which, any personal data is to be processed.
* To maintain and monitor postage, kitchen, office and stationery supplies.
* To offer general IT support and manage the equipment register
* To assist updating of Into Work’s social media and website and ensure the accuracy of the information provided.
* To update the company Policy and Procedures Overview report, which supports the Managers to keep track of legislative changes and highlighting areas for review.
* To contribute to the maintenance of the company’s policies, procedures, strategy and practices in conjunction with the Senior Manager, Service Delivery Managers and external bodies where appropriate (HR contractor, auditor etc).
* To take minutes for meetings as required.
* To provide direct support and supervision for admin assistant staff including: induction, training & professional development, and annual appraisals.

**Finance Administration**

To support the Finance Manager with the following:

1. To undertake day to day bookkeeping activity including:
2. Compiling purchase orders, processing payments, issuing invoices and acting as first point of contact for business and accounts queries.
3. Reconciling bank statements and monitoring online bank accounts
4. Processing VAT returns
5. To operate the company payroll process including:

* Calculations and spreadsheet preparation
* Use of payroll software
* HMRC reporting and actions
* Pensions processing
* To collate and manage ESF quarterly funding returns.
* To input data into accounting software as and when required.
* To control and maintain project petty cash expenditure as required.
* To gather information required for processing the payroll as required.
* To maintain business and project finance files to audit standard.

**HR Administration**

* To undertake recruitment administration as required.
* To provide administrative support for Into Work to manage and develop our Disability Confident and Investors in People standards.
* To co-ordinate the annual Employee Survey in conjunction and Board HR Committee.
* To be responsible for maintaining centralised electronic and paper employee files.
* To prepare employee letters and contracts in conjunction with the Senior Manager and Service Delivery Managers.
* To assist with the organisation and write minutes at employee meetings and hearings.

**General**

* To promote and undertake all work activities in line with Into Work’s values.
* To attend and contribute to team and organisational meetings as required.
* To comply with Into Work policies and practices, following procedures as require

**Other**

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by any changes in the role other than those given in the job specification.

The particular duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations it will be necessary to update this job description from time to time.

**Line Management:**

The Administrator reports to the Senior Manager.

The Administrator will line manage assistant administrative staff.

**Person Specification for Administrator**

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|  | Essential | Desirable |
| Qualifications and Knowledge: | Knowledge of the administration role to support the efficiency and effectiveness of an organisation and its service delivery. | Bookkeeping or office management/ HR qualification  Knowledge of employment law relating to workplace, health & safety, data protection, employee pay, pensions and legal entitlements.  Knowledge & understanding of the voluntary sector / charities / Local Authority and Scottish Government Funding Environment (procurement, contracts, grants, service level agreements). |
| Skills: | IT literate and software skills with Microsoft Office: Word, Outlook and Excel,  Ability to learn new software systems.  High standard of verbal and written skills (to draft reports, letters, procedures)  Ability to work independently, self-organise and record work.  Ability to handle competing priorities, be systematic and make common sense- decisions.  Attention to detail. Exercise discretion.  Personal qualities to maintain & sustain key contact relationships. | Payroll & Bookkeeping systems (Sage / Xero or other accounting software.)  IT support to colleagues– cloud based.  Maintaining website and social media.  Supervising staff |
| Experience: | Working in an office environment  Compiling reports and minute taking. | Previous experience of working as an Administrator.  Office management, managing premises, equipment and supplies.  Experience of developing spreadsheets.  Using payroll software.  Previous experience in the voluntary sector environment. |
| Other: | A commitment to support the future success of Into Work, our aims and values | An understanding of the issues facing people with a disability |