

**ROLE:** Edinburgh Administrator

**SALARY: £**21,796 per annum (pro-rata)

**HOURS OF WORK AND LOCATION:** Part-time (21 hours a week), Norton Park, Edinburgh

Clan Childlaw is a unique legal and advocacy service for children and young people. We believe the law needs to work better for children and young people. We act to make this happen through our services:

**Representation**

We deliver free, confidential legal advice and representation in Edinburgh, the Lothians and Glasgow. We help children and young people up to the age of 18, or 21 if they have been Looked After.

**Information**

We provide free information and guidance about children's rights and the law to family members, carers and adults who work with children or young people in Scotland.

**Training**

We provide training about children's rights and the law which affects children and young people across Scotland.

**Policy**

We use what we learn from our legal work to identify how the law could work better for children and young people and we work to make changes to the law.

**JOB DESCRIPTION**:

The Administrator’s role is to ensure that the organisation runs effectively and efficiently to assist our solicitors, and project and policy-team staff, improve the lives of children and young people in Scotland.

You will be based in Edinburgh office (9-5pm, three days a week) with occasional travel to Glasgow, and work outwith contractual office hours, as business needs require. You will work in tandem with the Glasgow Administrator, who is employed three days a week, to carry out the Administrator’s job duties. Current business needs require the Edinburgh Administrator to work on Mondays, Fridays, and one other day, subject to negotiation. Flexible working and TOIL are available, based on business need.

Membership of the PVG Scheme is essential for this role and the successful candidate will be required to apply for the scheme and produce an acceptable PVG Scheme Record.

**JOB DUTIES:**

**Office administration**

• Act as first point of contact for incoming enquiries received by phone, email, website and social media, and ensure appropriate information is passed to staff or contacts are signposted to other organisations.

• Provide general administrative support, including mail collection and posting, word processing, photocopying, email forwarding and response, diary management, meeting organisation and travel booking.

• Continually seek opportunities to reduce administrative burden on the rest of team, which will enable it to maximise the amount of children and young people we can represent and advocate for.

• Become an expert in the project workflow system, including extracting data, running reports, training staff, and problem-solving issues with the workflow system raised by solicitors and other team members.

• Ensure duties assigned by the workflow system to the administrator are carried out in a timely and efficient manner.

• Maintain solicitor outreach records and monitor outreach visits by solicitors.

• Take lead on problem-solving IT and communication-related issues, and update the website and other social media platforms.

• Action items related to office premises, services and procurement.

• Act as staff Health and Safety representative for the Edinburgh office.

• Assist senior management team and other staff members with tasks as directed.

• Support team members with organising events and training.

• Advance the aims and objectives of Clan Childlaw, represent Clan Childlaw at public forums, and assist with the publicity and promotion of the organisation.

• Handle confidential information in accordance with Clan Childlaw’s confidentiality policies

and practices.

**Financial Administration**

• Ensure HR-related payments are made accurately and within deadlines.

• Ensure invoices received and issued are accurate and payments are made within deadlines.

• Ensure proper coding, tracking and filing of expenses and income.

• Assist in completion of annual financial reports and/or audits.

• Purchase office-related equipment to ensure day-to-day operation of the offices.

• Ensure payments made and invoices received related to Scottish Legal Aid Board and other legal work are processed accurately and efficiently.

• Work with bookkeeper to generate sales invoices and maintain credit control.

**REQUIREMENTS** - you must be someone with:

1. a commitment to the work of Clan Childlaw, recognising the critical part you play in allowing solicitors to help more children and young people by reducing their administrative burden.
2. three years’ experience working in an administrative role. Experience working in the charitable sector or with children and young people is desirable but not a requirement.
3. demonstrated experience coordinating the work activities, resources, equipment and information of a project, service or organisation on a day-to-day basis, and organising meetings, training, events and outreach work.
4. demonstrated experience with basic financial administration.
5. a Higher Level or equivalent, or with an HNC in a relevant discipline, or equivalent experience.
6. experience using Word, Excel and Powerpoint, diary and email systems, who can set-up and maintain data recording and information management systems, spreadsheets and administrative systems and procedures for the project.
7. excellent written communication skills.
8. experience working for an organisation where you regularly communicate with people and professionals from diverse backgrounds in a warm, patient, and sensitive way.
9. ability to work with people experiencing social exclusion and presenting with multiple/complex needs, and ability to assist people who may be in distress or in crisis.
10. experience using your own initiative to make decisions about workload, priorities and meeting deadlines. You must be comfortable doing urgent and ‘last minute’ work as this is often required.
11. ability to turn your hand to any jobs and types of work as required for services to run in order to maximise the amount of children and young people whose lives we can improve, and is motivated by solving and resolving problems and helping others achieve outcomes and goals.
12. experience dealing with sensitive and confidential information.

To submit an application, please fill out and submit the application and Equal Opportunities form found at <https://www.clanchildlaw.org/vacancies> and send to [mike.heffron@clanchildlaw.org](mailto:mike.heffron@clanchildlaw.org).