

Role Profile	
Title	Administrator
Location	Muirhouse base
Salary	£18,500
Hours	35 hours per week (job share welcome)
Leave	28 days (plus public holidays)
Report to	HR & Compliance Project Lead
Role summary	
<p>Community Renewal is a social enterprise and registered charity that works to build community, improve quality of life and alleviate poverty by engaging individuals and families and supporting them to achieve sustainable employment, improved health and to become more involved in their community.</p> <p>Community Renewal leads a consortium which delivers the Edinburgh Targeted and Integrated Employment Service (ETIES) across Edinburgh, to support stages 4 - 5 of the Scottish Strategic Skills Pipeline. ETIES Next Step Edinburgh Project aims to help people in Edinburgh help themselves towards better working lives in well-paid jobs. Our target group is people unhappy with their low-paid or insecure work (including in "gig economy") and people who are currently between jobs (i.e. less than 6 months unemployed).</p> <p>The role of Administrator is to support the team with ensuring that all aspects of the outcomes for the ETIES service are met, along with general administration and day to day office operations. Please note during the Covid-19 situation some home working will be required.</p>	
Overall Objectives	
<ul style="list-style-type: none"> • Support Caseworkers with administration and outcome management. • S/he will lead and be responsible for day-to-day office administration and reporting on outcome targets, referrals and gaining verifications. • Help to maximise the number of outcomes for clients of our employability service in Edinburgh. • Completing work in an accurate and timely manner • Data entry, inputting the following onto Caselink computer system: <ul style="list-style-type: none"> • Client Outcomes • ADF Requests • New Registrations • Client Service Sessions • Stationery – placing orders and maintaining an appropriate level of office supplies • Handle incoming referrals by email, phone, C19 jobs web site and social media and allocate to appropriate Caseworkers • Provide information and deal with queries regarding our service by email, phone and social media • Maintain a variety of tracker spreadsheets • Complete sustainment process action by contacting employers for confirmation of employment including visiting companies and clients to attain verification evidence 	

- Making up new registration packs and ensuring all paperwork available in office for staff members
- Tracking Docusign process for remote registrations and ensuring accurate and up to date
- Reception duties, greeting clients and visitors to the office, ensuring they sign-in and sign-out
- All postal requirements (stamps, posting, recorded delivery, etc.)
- Minute Taking (when required)
- Provide drop-in cover for Employment Advisers including logging clients onto computers
- Filing
- Adhering to strict GDPR, client confidentiality and company policies and procedures at all times
- Promote the project locally and develop working relationships with a network of services, agencies, employers and projects that can assist people in the area including our employability service partners
- Providing administrative support for Digital Skills training courses including:
 - Taking referrals, managing waiting lists and class registers
 - Tracking course attendance and producing sign-in sheets
 - Preparing registration packs and inputting data onto Caselink computer system
 - Tracking and reporting key statistics
 - Acting as point-of-contact for course attendees
- Other ad-hoc administration duties and office duties

Key accountabilities

- Working in partnership with the Caseworkers, Project Leaders and Service Manager to ensure that services are delivered cost-effectively, and all resources, particularly staff are utilised to best effect.
- To monitor and evaluate performance and outcomes and assist with carrying out plans to make necessary adjustments to ensure success of services and contracts, whilst always working within the ethos and values of Community Renewal.
- Ensuring accurate records are kept on the Management Information Systems used by our funders (Caselink)
- Any other duties as required by the Management.

Role Requirements		
	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Experience in a busy office environment • Experience of all Microsoft office packages • Experience working with the public, delivering an excellent level of customer service • Experience of managing petty cash, ordering and 	<ul style="list-style-type: none"> • Experience of project delivery within target-based employment projects

	maintaining stationery and office supplies	
Qualifications		<ul style="list-style-type: none"> • Qualification in administration would be an advantage
Knowledge/Aptitude	<ul style="list-style-type: none"> • Ability to organise information via a database • Excellent and demonstrable people management skills • Ability to manage time across projects and locations • Ability to assist Management to deliver targets and objectives • Commitment to continuous professional development • Excellent Information Technology skills 	<ul style="list-style-type: none"> • Ability to track and evaluate the progress of individuals in order to understand the long-term economic and social impact on households and neighbourhoods

Person Specification	
Knowledge and skills	<ul style="list-style-type: none"> • Communication skills with the ability to engage and work with staff, key stakeholders, employers and funders. • Resilient and capable of managing potentially stressful situations whilst presenting a calm, capable and reassuring presence to staff and clients. • Knowledge of the needs of the target group (mainly unemployed and inactive people). • Good negotiating skills. • Knowledge of the employment training and community support structures in the local area is an advantage.
Experience	<ul style="list-style-type: none"> • Experience of working with the public, delivering an excellent level of customer service. • Experience of IT systems. • Experience working in a busy office environment.
Attitude and approach to work	<ul style="list-style-type: none"> • Flexible in your approach to working hours and location. • Able to demonstrate a strong commitment to the objectives, values and vision of Community Renewal. • Problem solving and proactive approach. • Self-confidence, and able to display an optimistic outlook whilst remaining results orientated, flexible, adaptable, with a 'can do' attitude. • Self-motivated, punctual, reliable, responsible, and able to work under pressure and to tight deadlines. • Ability to manage time effectively; work to deadlines, and the ability and willingness to work outside normal hours when necessary.

	<ul style="list-style-type: none"> • Demonstrable commitment to the principles of social justice, equality of opportunity and challenging discrimination. • Committed to personal development.
Service Focus	<p>Service provision</p> <ul style="list-style-type: none"> • Be able to demonstrate a keen attention to detail and the ability to manage and prioritise workload. • Must be a motivated and professional individual, with a desire to achieve results with a strong client focus. <p>Recording and monitoring</p> <ul style="list-style-type: none"> • Comfortable working with a wide range of management information; able to interpret and produce reports where required.
Interpersonal Skills	<p>Working with others / Leadership</p> <ul style="list-style-type: none"> • Able to network effectively, build and maintain constructive working relationships across a range of stakeholders. • Excellent people skills. <p>Communication</p> <ul style="list-style-type: none"> • Outstanding communication and interpersonal skills, both written and verbal. • Comfortable communicating using a variety of methods including face-to-face, phone, email and social media. <p>Equality and Diversity</p> <ul style="list-style-type: none"> • A demonstrable commitment to equal opportunities and diversity, including a commitment to co-production.
Commitment to the Organisation	<p>Commitment to organisational goals</p> <ul style="list-style-type: none"> • An authentic and demonstrable commitment to the Vision, Mission and Values of Community Renewal. • Willingness and ability to take ownership of issues facing the organisation. <p>Embracing change</p> <ul style="list-style-type: none"> • Open to and supportive of change and new ways of working. • Should exhibit openness to change and a drive for continuous improvement, and ability to deal positively with challenges and changes in strategic direction.