



Lothlorien Community (Rokpa Trust)

Corsock

Castle Douglas

Dumfries & Galloway DG7 3DR

contact@lothlorien.tc

www.lothlorien.tc

Job Title Administrator (Sessional)

Responsible to The Manager, and Trustees of Lothlorien (Rokpa Trust).

Terms and Conditions Hours: 37.5 hours per week (Monday to Friday)
Holiday: 28 days per annum (pro rata) + Bank Holidays
Salary: £18,441 per annum pro rata
Workplace: Lothlorien Therapeutic Community, Corsock with travel as required
Reporting: Report against work plan at regular support and supervision meetings

THE THERAPEUTIC COMMUNITY MODEL

Lothlorien Community provides the opportunity for people with mental health problems to develop their potential through living alongside people who are relatively well, in an atmosphere of friendship, acceptance and mutual support. It is based on the therapeutic community model, which includes principles of collective responsibility and empowerment. Lothlorien, in common with all therapeutic communities, sees the community itself not just as the backdrop, but the primary therapeutic factor.

TASKS AND RESPONSIBILITIES

The successful candidate will have excellent communication and interpersonal skills, possessing the ability to respond sensitively to a diverse range of people within our community. You will also be someone with proven administration experience, capable of running the main office, coordinate IT systems, manage/set up administrative systems, manage our database, carry out financial administration, HR tasks and offer administrative support to the Management.

GENERAL ADMINISTRATIVE DUTIES AND RESPONSIBILITIES

- To use a wide range of computer software including Office 365 particularly in Outlook, Word, Excel, Dropbox and Outlook in order to ensure smooth running of Lothlorien office.
- To play a key role in setting up and maintaining organisational systems e.g. resident database, paid and volunteer staff records, and the day-to-day management of finances.
- Be proactive in setting up simple and straightforward administrative systems for all staff to use.
- Proof-reading, typing, scanning and filing documents including application forms, references, medical notes.
- Ensuring that confidential and sensitive data is handled in line with current GDPR legislation
- To undertake general reception duties, telephone answering, greeting visitors and clients.
- To facilitate, as necessary, communications with residents, staff and outside agencies including clinical agencies, community organisations, mental health organisations and funders.
- Liaising with different organisations such as CMHT, Care Inspectorate, HMO, Housing Benefit or Social Work.

- Carrying out administrative tasks involved in recruitment of voluntary and paid staff including follow up on references and PVG checks.
- Carrying out administrative tasks involved in admissions.
- To provide an administrative and secretarial service to the Manager and Deputy Manager and other Lothlorien staff as required.
- To attend regular meetings with the Manager or other senior staff member and take minutes
- To build a good working relationship with all members of the team and to share responsibility to ensure that essential administrative tasks are carried out e.g. maintenance of files, database and daily financial record keeping.
- To listen carefully and sympathetically to face-to-face, telephone and voicemail messages from a wide range of people (staff and clients), some of whom may be distressed and accurately transmit these messages.
- To develop and manage the client database so that contact details, relevant statistics and evaluation data are readily available for the Manager.
- To manage client and volunteer files ensuring that these are kept up-to-date by keyworkers.
- To support, remind and encourage all staff in carrying out the essential administrative tasks needed for the governance and smooth running of Lothlorien.
- To adhere to Lothlorien vulnerable adults, health and safety, and equal opportunities policies and to maintain confidentiality in all matters.
- To attend weekly team meetings.

DUTIES AND RESPONSIBILITIES RELATED TO FINANCIAL MANAGEMENT

- To record all financial transactions.
- To manage day to day cash expenses.
- To prepare invoices.
- To arrange payment of invoices received.

Other duties:

To undertake any other duties which may be regarded within the nature of the post, as specified by the Manager and Deputy Manager.

PERSON SPECIFICATION

Specification	Essential	Desirable	Method of assessment
Education and Training	<p>Excellent literacy & numeracy skills. GCSE or equivalent in Maths, English, ICT and word processing qualification.</p> <p>Excellent IT skills including proficiency in Office 365, Dropbox and Zoom.</p>	<p>SVQ level 3/4 in Administration or similar.</p> <p>Working knowledge of Sharepoint and Teams</p>	<p>Application form; interview, certificates.</p>
Experience	<p>Recent, relevant administrative experience.</p> <p>Experience of working as part of a team.</p> <p>Experience of financial administration such as petty cash handling, issuing and paying invoices, maintaining & reconciling accounts.</p> <p>Experience of setting up and maintaining electronic financial spreadsheets and personal databases.</p> <p>Knowledge of data protection and security requirements as well as experience of managing, recording and processing confidential information.</p>	<p>Experience of working in a voluntary sector organisation.</p> <p>Identifying areas for process improvement, making recommendations and successfully implementing change.</p> <p>Experience of working or volunteering in a busy community environment.</p> <p>Familiarity with HR admin and processes and able to troubleshoot.</p>	<p>Application form; interview; references.</p>
Skills/ Attributes	<p>Excellent interpersonal skills with residents, volunteers, staff and visitors who come from a variety of backgrounds, are varying ages, with a range of abilities.</p> <p>Empathetic, resilient and</p>		<p>Application form; interview.</p>

	<p>Supportive but also able to maintain a professional approach to work</p> <p>Ability to work as a member of a team, seeking support from colleagues as appropriate as well as having the confidence and experience to work independently.</p> <p>Ability to show self-motivation and initiative.</p> <p>Proven organisational skills, including the ability to explore innovative and creative solutions.</p> <p>High level of accuracy and attention to detail.</p> <p>Ability to manage a variety of competing priorities and meet deadlines.</p> <p>Able to contribute to a positive team working culture</p>		
Commitment	<p>Working flexible hours in line with the requirements of the service.</p> <p>Working in ways to promote human rights and the ethos of preventative mental health work.</p>	<p>Working in an administrative role</p> <p>Willing to undertake self-development where needed.</p>	<p>Application form; interview.</p>