



# Access to Industry Application Pack

## Post: Access to Industry Administrator

### Location: Cowgate

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**Thank you for your interest in applying for a position with Access to Industry.**



## Job Description

<b>Job Title</b>	Admin	<b>Accountable to</b>	AI Management Team
<b>Working Hours</b>	17-28 hours	<b>Location</b>	Edinburgh, Cowgate
<b>Salary Scale</b>	£17,000 - £20,000 pro rata	<b>Length of Post</b>	Initially to 31 March 2022
*The post is based at 156 Cowgate. There may be some working from home.			

**About the Role:** An opportunity has arisen to join Access to Industry (AI) to be part of a small administrative team and provide vital support and reception role within AI's Cowgate base. AI are looking to recruit an administrator to work on a part-time basis. You will have the sensitivity to work with a range of clients, working alongside other staff members. You will be skilled in administrative duties and keen to learn new skills. As you will spend some of your time front-of-house meeting and greeting clients, staff and visitors, the most important skill you will have is the ability to give a warm welcome.

### Key responsibility areas will include:

**Reception:** You will share reception duties which include greeting personal and phone callers. This will include taking referrals from other agencies and individuals; using Microsoft Outlook to book appointments; send text reminders; managing room bookings; responding to initial enquires including by phone and email; passing on messages to colleagues.

**Data Input:** You will support colleagues through the input of information to the client information system used by Access to Industry, Caselink. Training will be provided, and your input will include details of client activity such as the courses they attend. This role may be developed to include providing data reports for management and looking at new ways that we can develop our recording systems including developing new methods of capturing information.

**Partnership Working:** Access to Industry have a partnership with Edinburgh College and our Cowgate base is also a community college for our clients. You will liaise with the lecturers based in the Cowgate and support the community college through contributing to the maintenance of our college records and updating data.

**Communications and Social Media:** You will contribute to updating Access to Industry's web pages. You will maintain our general Facebook account and monitor activity on the page. Both aspects may develop to writing content and overall responsibility for the website and AI's social media.

**Filing and monitoring:** you will take the lead on ensuring that our electronic and paper files are kept in accordance with our document retention policy, meaning regular clearing and deleting of certain information. This may develop into providing an internal audit of our files to ensure that they are kept in accordance with our filing procedures and contain information required by funders.

**Supervision:** as AI open up and recruit new volunteers, you will contribute to the supervision and development of any future admin volunteers. Similarly, this would extend to any placement students or work placements.



**Team:** You will play a part in the wider team of Access to Industry through attendance at internal meetings and supporting shared services across the teams.

**Quality Assurance & Management Systems:** You will maintain excellent records and will maintain case management through use of the Management Information System, Caselink.

**Health & Safety and Property Management:** You will ensure a healthy and safe environment and the protection and best use of property and equipment by implementing and observing AI policies and procedures.

**Communications:** You will be an effective communicator as you will be liaising with external agencies. You will contribute to internal reporting procedures both through writing and verbally. **You will always ensure client confidentiality.**

**Other Requirements:** The post holder will be expected to manage their workload and undertake other duties commensurate with the role.

## Person Specification

Key Areas	Essential	Desirable
Qualifications and attainment.	Qualified to SCVQ level 4/equivalent	NC (+) in a business administration topic
Knowledge, Skills and Experience	<p>Experience in a front of house setting.</p> <p>Experience dealing with enquiries by phone and email.</p> <p>Excellent keyboard skills and extensive knowledge of Microsoft Office including Outlook.</p> <p>Experience of accurately inputting data and using a database system.</p> <p>Experience of filing systems both electronic and paper.</p> <p>Ability to manage office related relationships including colleagues, clients and stakeholders.</p> <p>Strong communication skills both verbal and in messaging (emails, texts).</p> <p>A working knowledge of social media and of updated social media posts.</p> <p>An ability to work independently and respond to different demands.</p>	<p>Experience of providing a reception role.</p> <p>Experience of Microsoft Teams</p> <p>Experience of producing reports from data input.</p> <p>Developed and implemented filing systems; verified project file content.</p> <p>Experience of updating websites; of writing content for websites and social media</p> <p>Supervisory experience in a work or other setting.</p>
Additional Requirements	<p>Empathetic and non-judgemental in your approach to working with individuals.</p> <p>Patient, passionate and committed to delivering the best service possible.</p> <p>A team player.</p>	



# About Access to Industry

## AI Administrator

Access to Industry (AI) is a Third Sector organisation that supports individuals into employment. We work with clients who are experiencing barriers to employment and provide one-to-one support to assist them finding courses and jobs. We work with a diverse range of clients both in Edinburgh & the Lothians and across other areas in the central belt of Scotland. Learning is key to our delivery, and we work in close partnership with Edinburgh College, as well as deliver in-house courses to ensure our clients have access to relevant learning opportunities.

This Administrative role is new to AI and is a response to the increased number of projects AI are delivering within Edinburgh and through outreach across central Scotland. We have a variety of tasks that could be carried out by an administrator, but we realise that not everyone will have the all the skills we are looking for. What we are hoping for is someone who has some of the skills and is willing to learn others. What the role will be will also be dependent on the hours available and the development interests of the successful candidate.

**Hours:** we ask you to let us know how many hours you wish to work, between 14-28 hours per week. We operate on a 9am-5pm basis with our Community College operating between 10am -3.15pm. Your hours and days will be agreed with you and set. The tasks set out in the Job Description will be dependent on the number of hours you work.

The role is temporary until 31 March 2022, depending on funding the role may extend beyond this.

As we ease out of COVID-19 restrictions, delivery for Access to Industry's staff is remote and in venues accessible to clients, but as we are now back in our base 5-days a week, we anticipate this role will largely, or entirely, be based in AI's Cowgate base (depending on Government Guidelines).

## Staff Development

On joining Access to Industry, as part of your initial induction and dependent on your role, we will assess training needs and put in place training to support your development.

## COVID-19 information

Access to Industry remains committed to ensuring the safety and wellbeing of our staff, volunteers and those we support. COVID-19 has changed how we are currently operating. We are following guidelines and we are supporting people remotely and, where required, in person – by appointment. We are offering in-person appointments in our Cowgate office or in outreach.



## How to Apply

### Access to Industry: Administrator

#### Application is through a CV and a Supporting Statement.

- All applications should be marked 'CONFIDENTIAL: Administrator'
- **CV's** should include two referees one of whom should be your most recent employer. We will not contact referees prior to interview.
- The **Supporting Statement** should demonstrate your experience and how this matches with our requirements. This additional information should be confined to a maximum of two sides of A4 in minimum font size 11. Additional information over this limit will not be considered. Generic statements not contextualised for the post will be discarded.
- Please state in the opening paragraph of the **Supporting Statement**, if you have any preferred total number of hours per week and preferred working pattern/days (or days you would be unable to work).
- Closing date for applications is: **21 September 2021**
- Interviews will be held in-person or over a digital platform on: **27 Sep 2021**

Access to Industry understand how difficult the current COVID 19 restrictions are on everyone. As the interviews will be happening digitally rather than face to face, we appreciate that most candidates will take part in an interview from an environment where there may be other distractions in the background and issues with IT out with your control. Please be assured that the interview panel appreciate the temporary constraints we are all facing and this should not deter you from applying for the role.

#### Applications should be sent to:

Email: [admin@accesstoindustry.co.uk](mailto:admin@accesstoindustry.co.uk)

Postal: Access to Industry, 156 Cowgate, Edinburgh EH1 1RP

## Terms and Conditions of Employment

### Access to Industry

<b>Administrator</b>
<p><b>Salary</b> Salary for this post will be £17,000-£20,000 (pro rata). Appointment dependent on experience. AI operates an auto enrolment pension. AI contribution is 6%; employee contribution is 2%</p>
<p><b>Annual leave</b> Entitlement is 25 days per annum (pro rata). Public holiday entitlement is 10 days per annum.</p>
<p><b>Working Hours</b> 14-28 hours a week over Monday to Friday.</p>
<p><b>Equality and Diversity</b> Access to Industry work towards the three aims of The Equality Duty in order to:</p> <ul style="list-style-type: none"> <li>• eliminate unlawful direct or indirect discrimination, harassment and victimisation and other conduct prohibited by The Equality Act 2010;</li> <li>• advance equality of opportunity between people who share a protected characteristic as set out in the Equalities Act 2010 and those who do not; and</li> <li>• foster good relations between people who share a protected characteristic and those who do not.</li> </ul>
<p><b>Performance Review</b> A three month probation review period will be in operation.</p>
<p><b>Disclosure</b> Successful candidates will be required to complete an enhanced PVG</p>
<b>Appointment is subject to satisfactory references, disclosure and right to work.</b>



# Recruitment Privacy Statement

## How We Use Your Data for Recruitment

### Background

This privacy policy covers how we Access to Industry collect, use, store and protect the data that is supplied to us by job applicants and agencies.

### Our Commitment to Job applicants

We believe completely in equal opportunities and will treat all applicants fairly with no discrimination.

We never knowingly provide misleading information about the nature of the role. We would never charge a job seeker a fee for the purpose of finding them a role.

We are committed to managing your personal information securely and with respect in accordance with the General Data Protection requirements.

The information we collect may cover the following:

- Contact information (name address, phone number and email address)
- Information from CV or application form or covering letter (education, skills and qualifications)
- Health records (Night Worker assessment forms, Health questionnaires) where required as part of the role.
- Occupational health report (Higher level screening required for role) with Access to medical Records consent being given by the applicant
- criminal convictions/offences/protecting vulnerable groups information from Disclosure Scotland where a requirement for the role
- References from the names referees that the applicant provides and only with the applicants' consent.
- Visa and proof of the right to work in the UK documents
- Employment records (including job titles, work history, working hours, training records and professional memberships).
- Salary, annual leave, pension and benefits information.
- Access to your DVLA portal.

We may also collect, store and use “special categories” of more sensitive personal data which require a higher level of protection such as Information about your race or ethnicity, religious beliefs, sexual orientation and political opinions. Also, information about criminal convictions and offences.

### Purpose of collection

The purpose of collecting this information is to find suitable candidates to fulfil a specific role within our Organisation, and to check that you are legally entitled to legally work in the UK.

To enable us to make recruitment decisions and assess suitability for particular work, we will process information about criminal convictions and offences (including alleged offences). We will process this information to enter a contract with you, to comply with a legal obligation, for our legitimate interests and to exercise or perform employment law rights or obligations.



Any offer of work from us will be subject to a satisfactory criminal record check to allow us to perform our public task and comply with our statutory obligation.

Processing criminal conviction data requires the same safeguards as 'special categories' data.

### **How the information is held.**

Most information is transmitted by email and is stored on our computers, and paper-based filing.

All this information can only be accessed by authorised staff within our Organisation. Our staff are trained to understand the importance of keeping personal data secure. Our computers are safeguarded by anti-virus software and the regular changing of security passwords.

The information on candidates for specific roles will be held for 6 months in line with CIPD recommended best practice. After which paper files will be securely shredded and computer records deleted. Only if we have asked, and you have given your consent for the data to be held will this not apply.

### **Disclosure**

We may disclose the information for the purpose of obtaining referees. Where additional information is required the information may be obtained from Disclosure Scotland, your G.P or an Occupational Health professional only after you have given your consent.

You have specific rights in connection with personal information: request access to your personal information; request correction of the personal information that we hold about you; request erasure of your personal information; object to processing of your personal information where we are relying on a legitimate interest; request the restriction of processing of your personal information; request the transfer of your personal information to another party and the right to withdraw consent.

### **Complaints**

Privacy complaints are taken very seriously and if you believe that we have breached your privacy you should in the first instance write to the Finance Administrator who has responsibility for Data Protection within our Organisation stating the details of your complaint ([finance@accesstoindustry.co.uk](mailto:finance@accesstoindustry.co.uk)). We would ask that you provide us with as much detail as possible to allow a thorough investigation. Your complaint will be acknowledged within 24 hours and we aim to resolve any complaint within 5 working days. However, depending on the complexity of the complaint and availability of external agencies it may on occasions take longer.

Should your complaint show that we have breached our duty of care we will report the breach to the Information Commissioner's Office. If you are not satisfied by our response you may complain to the ICO.