**Job Description**

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| **Role** | Welfare Rights and Training Administrator (21 hours) |
| **Responsible to** | Office Manager |
| **Department**  **Salary** | Administration  £21,500 pa (pro rata) |

**1. Main objectives of the post**

1.1 To provide administrative support to both Welfare Rights and Training teams.

1.2 To handle Welfare and Training related enquiries

1.3 To manage and maintain records

**2. Accountability**

2.1 To the Office Manager on a day to day basis and ultimately, through the Chief Executive, to the Board of Directors.

**3. Welfare Rights Administration Principle Duties**

3.1 Handling initial enquiries regarding welfare rights assistance and responding promptly regarding the next stages via phone, email and mail.

3.2 Gathering initial information from Welfare Rights clients and processing requests; prioritising those requiring emergency action.

3.3 Managing bookings and maintaining Welfare Rights Officers’ diaries

3.4 Co-ordinating meetings, both virtual and in-person

3.5 Updating welfare rights client records via Advicepro

3.6 Maintaining and updating electronic and physical databases as appropriate.

3.7 Preparing and posting of standard letters and forms e.g. consent forms, GDPR permissions

3.8 Seeking and collating feedback

**4. Training Administration Principle Duties**

4.1 Responding to enquiries regarding training; and responding promptly regarding the next stages via phone, email and mail.

4.2 Gathering information about training client’s needs and directing them to the appropriate course or member of the training team. Managing and updating bookings, sending reminders and materials.

4.3 Compiling quotes

4.4 Maintaining the training calendar and databases promptly.

4.5 Co-ordinating trainers, venues and refreshments

4.6 Preparing and posting of training certificates etc.

**5. General**

5.1 Supporting the delivery of Epilepsy Scotland’s vision.

5.2 Positively representing the organisation and creating a positive image of Epilepsy Scotland’s services with key stakeholders.

5.3 Providing statistics and feedback for reporting purposes as required.

5.4 Participating in the organisation’s Annual Appraisal and regular Support and Supervision processes.

**6. Health and Safety**

6.1 Ensuring high standards of health and safety are maintained by adhering to the organisation’s Health & Safety policy at all times.

**7. Other**

7.1 Any other relevant duties as required.

**Welfare Rights and Training Administrator**

**Person Specification**

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| **Personal Attributes** | **Essential** | **Desirable** |
| Qualifications  * Relevant administration qualification or equivalent skills through ongoing professional/personal development |  | \* |
| **Experience**   * Experience in an administrative role * Practical experience of working in a public facing role * Experience of database management and a case management system | \*  \* | \* |
| Knowledge  * A basic understanding of epilepsy * An understanding of the issues faced by people affected by epilepsy as they attempt to access disability and other benefits. We would welcome applications from those with lived experience of a disability and/or accessing the benefit system. * Competent in the use of Microsoft Office software, specifically Word and Excel. | \* | \*  \* |
| Skills & Qualities  * Excellent interpersonal skills * Excellent communication skills * Excellent numeracy skills * Excellent report writing skills with the ability to capture activities, outcomes and trends in the work of the service * Ability to work on own initiative * Excellent organisational and time management skills * Patience, with good listening skills * Ability to work in a stressful environment but willing to ask for, and accept help * Committed to the values of Epilepsy Scotland | \*  \*  \*  \*  \*  \*  \*  \*  \* | \*  \* |