**Administration Manager**

Position: Administration Manager (Full or Part time positions available)

Organisation: Redress Scotland

Location: Scotland, Central Belt (likely to be Falkirk)

Salary: £31,266 - £35,813 per annum + pension + holiday + flexible remote working

Closing date: Monday 1/11/2021

We are recruiting an Administration Manager with a team of Administrators for a new public body, Redress Scotland.  We are looking for skilled, experienced people who are committed to living our values of Dignity, Respect and Compassion.   We will offer you training, flexible working and support and you will be part of a new and inclusive team.

**Background**

For decades, children in residential care in Scotland were failed by those entrusted to look after them. Scotland is taking steps to face up to those failing by establishing a financial redress scheme for survivors of historical child abuse in care.

While nothing can ever make up for the suffering survivors have endured, financial redress can provide acknowledgement and recognition of the harm done. A national redress scheme will offer a non-adversarial alternative route to justice and access to support and apology.

To deliver this, the Scottish Government has supported the creation of a new ‘non-departmental public body’ entitled Redress Scotland. This body will assess and make decisions on applications from survivors (and in some cases next of kin) seeking redress. Redress Scotland will be entirely independent of the Scottish Government.

**Organisation**

Redress Scotland is primarily a decision-making body. It will not process applications, provide support to applicants or arrange payments. In order to make best use of public resources, all administrative aspects of the national scheme will instead be carried out by Scottish Government without impinging on the independence of Redress Scotland’s decision-making.

**The role**

Reporting to the operations manager you will lead and manage a team of administrators, providing day-to-day support, oversight of their work and regular feedback and appraisal. The Administration manager will organise, structure and allocate tasks to the team to ensure efficient and effective use of resources. Develop and deliver excellent administration for panels and panel members. Ensure that scheduling of the panels is managed effectively and efficiently, including applying agreed prioritisation to applications. Participate and contribute to the quality management and improvement framework for Redress Scotland. Reporting to the Head of Operations, work to support the overall operational delivery of Redress Scotland, including supporting excellent communication internally and externally, including responding to enquiries and requests for information. Work with the team, bringing to life our values of dignity, respect and compassion in order to ensure that applicants for redress have an experience of the process that reflects our values.

**Main Duties:**

* lead, manage, train and develop a team of administrators with varying responsibilities across Redress Scotland to deliver excellent administrative processes and support;
* assist the Head of Operations with resource planning, scheduling and delivery of panels;
* ensure that panel members are fully supported in their role and responsibilities through excellent administrative processes;
* support with the preparation and follow on work of panels, so that all documentation complies with policy and procedure;
* work to continuously develop and improve administrative processes and procedures, contributing to a high performing organisation;
* production and transcribing of accurate papers, records, agendas, minutes and correspondence, consistently applying guidance;
* maintain high level of confidentiality of all records and files, handling confidential and sensitive information in line with data protection and document control guidance;
* working with the Head of Operations, assist in the management of complaints, freedom of information and data subject access requests, ensuring stated timelines are fully met;
* lead and contribute to organisation-wide projects, identifying issues and solutions, working flexible and co-operatively with the wider team;
* work within the quality management framework for Redress Scotland, contributing to continuous improvement; and
* support the governance systems and structures of Redress Scotland, ensuring all processes support the work of the Board and are fully effective.

**Essential Criteria:**

Proactive leader and manager with the ability to motivate, support and empower a team and build effective and meaningful relationships both internally and externally.

Excellence in all aspects of administration, capable of developing and delivering new administrative systems and processes and the ability to implement continuous improvement.

High level of organisational skills, with the ability to handle complex tasks and processes, supported by very good written and verbal communication abilities.

Thorough in approach with the ability to understand, manage and deliver detailed processes using both clerical and digital approaches.

Knowledge of working with a board, governance approaches and how to deliver administration processes that are effective and supportive.

Calm and capable, with the ability to work professionally under pressure and respond flexibly to organisational need.

The ability to develop an understanding of trauma and how it impacts on people, with the resilience to cope with being exposed to, and hearing about, experiences of historical abuse.

**Desirable criteria:**

Knowledge of the legislation and guidance that enables the work of Redress Scotland, residential child care and education and the experience of survivors of historical abuse in care.

Knowledge of confidentiality, data protection, complaints, freedom of information and data subject access requests.

**Experience and qualifications:**

Administrative experience should include leading and managing people, developing and delivering administration systems and implementing processes to ensure high levels of accuracy and consistency.

A qualification in administration or relevant subject, or a degree, or substantial experience in administration. Consideration will be given to highly experienced and skilled applicants who do not have formal qualifications

***Please note that the successful candidate will be required to complete a Disclosure Scotland check, Scottish Government security checks and provide satisfactory references.***

**How to Apply**

In order to apply, please send us the following:

1. **Your CV** (not more than two A4 pages) including three referees.

2. **An accompanying** ‘**letter of application’** providing evidence clearly demonstrating how you meet essential and desirable criteria. This note should refer to specific projects or tasks and use a STAR (Situation, Task, Action and Result) format. Your letter of application should not exceed 1,000 words.

To apply, please send your CV and accompanying letter of application to jobs@redress.scot by Monday 1/11/21

**Further information**

We will inform you of the outcome of your application as soon as possible. Should your application be short-listed, it is likely that assessment centre and interviews will be conducted from week commencing 22 November 2021.

*We offer a range of flexible working patterns where possible to assist with a work/life balance and welcome applications from people wishing to work on a part-time or job share basis. We are happy to discuss flexible working from day one.*

*We want to create an organisation that is accessible and open to people from all walks of life and backgrounds and an inclusive culture where all forms of diversity are seen as real value for our organisation. We are committed to providing a great working environment where people enjoy coming to work and feel valued for their contribution and excel in their chosen careers.*

**Recruitment Timetable:**

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| **Action** | **Timeline** |
| Interviews | 18/11/2021 |
| Offers of employment | 22/11/2021 onwards |