

Job Description and Person Specification

POST	Administrative Assistant
EMPLOYER	VOCAL – Voice of Carers across Lothian
SALARY	SCP 41, £13.07 per hour; £24,526 (pro rata) VOCAL will match up to 6% pension contribution
HOURS	21 hours per week 32 days paid leave plus six fixed public holidays pro rata
LOCATION	The post holder will be based at VOCAL Midlothian’s Carers Centre at Eskbank with occasional meetings in Edinburgh Carers Hub.

Purpose of the post

The post holder will provide administrative support to VOCAL, based at its busy Midlothian Carer Centre in Eskbank. This includes secretarial functions to support several lead officers and some committees and partnership meetings.

Working closely with VOCAL’s lead officers, the administrator will play an important role supporting the day to day administration of the organisation, making administrative processes operate smoothly and efficiently and contributing to a seamless provision of carer support.

Improved outcomes for carers

As part of the VOCAL team the post holder will contribute to the following outcomes for carers:

Carers will report

- being better informed about issues linked to their caring role
- improved confidence in their ability to shape services and support
- improved confidence in managing their caring role
- improved physical and mental wellbeing
- improved confidence in their ability to deal with the changing relationships
- improved economic wellbeing
- improved social wellbeing
- improved personal safety

Person Specification

Experience

The post holder is expected to evidence:

- Previous experience in a comparable position
- Excellent administrative skills such as taking minutes, managing diaries, dealing with correspondence
- Excellent IT skills including Microsoft 365 (SharePoint, Teams and Outlook)
- Experience providing receptionist duties
- Experience in delivering good client/customer service
- Data entry experience
- Experience of liaison with contractors, suppliers and other third party agencies

Skills

Applicants will demonstrate the ability to:

- listen carefully, follow direction and adopt an organised, methodical approach to their work
- communicate confidently, clearly and sensitively at all levels and through all mediums
- follow data protection regulations and maintain confidentiality
- prioritise and manage a complex and varied workload within a busy environment
- manage challenging situations calmly and efficiently
- work proactively, independently or as part of a team
- manage or coordinate small to medium sized projects

Knowledge

Applicants will demonstrate:

- An understanding and commitment to carers
- An understanding and commitment to Equal Opportunities
- An understanding of GDPR and data protection guidance
- An awareness of how charities operate

Desirable

- An understanding of issues related to volunteering
- Full Driving Licence and access to a car

Job Description

Role and Responsibilities of the post

- Support the general administration tasks for lead officers and the Midlothian carer support team, this will include providing administrative support to VOCAL's Training and Wee Breaks services.
- Provide administrative support for internal and external meetings and some committee and partner meetings as required. This involves arranging dates, collating papers and agendas, correspondence with members and minute taking as required.
- Inputting, monitoring and reporting from various IT systems to maintain accurate, up to date records and support service evaluation and improvement. This will involve compliance with data protection guidelines, basic data analysis, presentation of results and uploading data to systems.
- Ensure IT and administrative systems and procedures operate smoothly and are understood by staff and volunteers as necessary. This may involve supporting the development, reviewing and updating of processes.
- Work alongside the Centre Coordinator to provide reception cover and building management.
- Regular basic clerical work (typing, filing, photocopying) and manage mailing lists.
- Liaise with suppliers, contractors or other third party providers as directed by line manager.

Administrative Duties

The role will encompass provision of a range of administrative support to lead officers and services delivering training and short breaks at VOCAL Midlothian, as well as secretariat support for meetings. This will include:

- Providing carers with service information and co-ordinating initial appointments

- Administration for carer support, training and short breaks services e.g. sending correspondence, managing appointments and waiting lists.
- Adding data for new referrals and clients to bespoke recording systems and check accuracy of inputting on a regular basis
- Inputting service evaluation forms and compilation of quarterly statistics including quotes from carers
- Managing mailing lists e.g. running reports and sending 'Become a friend of VOCAL' letters
- Service meetings including setting dates, collation and distribution of agendas, papers and taking minutes.
- Provide support to the Centre Coordinator and Carer Support Team to ensure reception duties are covered during operating hours which will include answering phones, responding to emails and web chat functions.
- Monitoring messages and ensuring they are answered in a timely fashion
- Checking invoices match deliveries and orders placed as required, dealing with suppliers to address any discrepancies
- Arrange mail collections and deliveries
- Photocopy documents, filing, organising and tidying as directed.
- IT troubleshooting and escalation to VOCAL's IT support company

Reception Duties

The post holder will work alongside the Centre Coordinator to provide reception cover to:

- Ensure visitors to the Carers Centre receive a warm and professional welcome
- Respond appropriately to basic enquiries from carers and professionals
- Oversee mail and postage, including delivery of franked mail to post office

Quality Assurance

The post holder will cooperate and support VOCAL's quality assurance standards and contribute to quality assurance processes.

General

- Work closely with lead officers and other staff as directed to ensure effective administrative support for VOCAL.
- Support new staff induction processes in conjunction with relevant line manager
- Any other tasks as required by line manager – Centre Co-ordinator

Accountability, Management and Development

The post holder will benefit from a structured induction programme within the first month of appointment, followed by a six month probation period.

VOCAL acknowledges its responsibility to help identify training needs of staff and to allow reasonable time and resources for staff training, where such training furthers the duties and responsibilities of the post.

Emphasis is placed on team accountability and mutual support.

The post holder will be based in the Midlothian Carers Centre, but may be expected to carry out a range of duties at different locations.

The post holder will be expected to carry out the duties of this post with due regard to Equal Opportunities and non-discriminatory practice.

Conditions of Service

The post is initially advertised at 21 hours per week over a minimum of three days. There may be some flexibility over the distribution of hours which will form the normal working week.

The post holder qualifies for 32 days paid leave and six fixed statutory holidays on a pro rata basis.

The employer is committed to meet a 6% pension contribution.

A Criminal Records Check will be required for this post.