

Job Description and Person Specification

POST	Administrative Assistant
EMPLOYER	VOCAL – Voice of Carers across Lothian
SALARY	SCP 41, £13.52 per hour; £25,376 (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.

Working closely with VOCAL’s lead officers, the administrative assistant will play an important role supporting the day to day functions of the Wee Breaks and Counselling service in Midlothian, while also undertaking other administrative processes which help VOCAL to offer a smooth and efficient carer support service.

Improved outcomes for carers

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

- Maintaining my health and wellbeing
- A life of my own
- Changing relationships
- Feeling financially secure
- My choices in caring, including the limits of caring
- Feeling informed, equipped and safe in my caring role
- Feeling confident and able to continue in my caring role
- Feeling actively involved in shaping support
- Quality of life for the person I care for
- Plans for the future care of the person I care for

Person Specification

Experience

The post holder is expected to evidence:

- Previous experience in a comparable position

- Excellent administrative skills such as making bookings, 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 associated with the smooth running of VOCAL's Wee Breaks and Counselling services in Midlothian including monitoring mailboxes, dealing with bookings and appointments, distributing tickets, vouchers and allocating places, as well as recording activity on VOCAL's case management systems.
- 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.
- Undertake 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 duties in relation to the successful and smooth operation of VOCAL's Wee Breaks and Counselling service, as well as other carer centre functions. This will include the following:

- Providing carers with service information and co-ordinating initial appointments.
- Administration for Wee Breaks, Counselling and carer support services e.g. monitoring enquiries, managing appointments, processing bookings, issuing tickets and awards and general communication with carers.
- Monitoring and evaluating the impact of carer support by collecting and collating feedback from carers through MS Forms and other assessment methods.
- 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.
- 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, but preferred days of work are Wednesday to Friday.

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.

VOCAL offers childcare vouchers and a Cycle to Work Scheme.

A Criminal Records Check will be required for this post.