

## JOB DESCRIPTION

**JOB TITLE: Business Support Admin / Receptionist**

**SERVICE: ALL FIFE SERVICE**

### PURPOSE OF THE JOB

The post holder will carry out a range of administrative tasks which supports all the Fife Services. They will be required to develop a sound knowledge of the databases and spreadsheets for recording and reporting purposes for several of the fife services.

As the first point of contact, the Business support / reception worker main responsibility is to provide an efficient and professional service to LinkLiving's service users, external agencies and Link Group staff.

The post holder will work within the reception area of West Bridge Mill, Kirkcaldy and will need to be flexible to cover annual leave and sickness and be able to work without supervision.

### VALUES

The postholder will be expected to demonstrate LinkLiving's core values of:

- Empathy (listen to and understand an individual's needs and circumstances)
- Respect (treat others the way they wish to be treated)
- Integrity (be honest and have strong moral principles)
- Caring (show kindness and concern for others)

### MAIN DUTIES

- Admin support for all Fife Services
- Front of house / reception service
- Answer incoming telephone calls and take/forward messages
- Process and distribution of incoming/outgoing mail
- Process invoices for payment
- Dealing with building contractors, arranging repairs
- Update knowledge and experience in Microsoft Office packages i.e. Word, Excel, PowerPoint
- Assist with scheduling and preparation of meetings / events
- Accurate input of data entry functions in several databases for recording and reporting purposes
- Effective diary management for Fife Services
- Administer and be responsible for cash boxes
- Ensure the office has adequate supplies and resources
- Using various document management systems
- Communicate written and oral information accurately and efficiently
- Assist colleagues with operational administrative tasks

## **GENERAL**

Comply with the Health and Safety Policy, reporting any matters of concern to the Health and Safety Officer, Representatives or line manager.

Actively promote the Equality, Diversity & Inclusion Policy and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.

Carry out other duties, within the scope of the job, and to meet the needs of the business.

## **RELATIONSHIPS**

- Mentor
- Fellow Link group employees
- LinkLiving service users
- Volunteers

## **ACCOUNTABILITY**

The admin/receptionist will be accountable to the Service Delivery Manager

### PERSON SPECIFICATION

VALUES	ESSENTIAL	DESIRABLE
Empathy (listen to and understand an individual's needs and circumstances)	√	
Respect (treat others the way they wish to be treated)	√	
Integrity (be honest and have strong moral principles)	√	
Caring (show kindness and concern for others)	√	
KNOWLEDGE / EXPERIENCE & SKILLS		
Good time management skills	√	
Good computer skills	√	
Ability to organise and prioritise work to meet deadlines and targets	√	
Ability to work independently using own initiative	√	
Ability to work effectively in a team environment	√	
Good telephone skills	√	
Excellent communication skills, verbal and written	√	
GENERAL / OTHER		
Willingness to learn new skills	√	

**COMPETENCY MANAGEMENT FRAMEWORK**
**ALL ARE ESSENTIAL AND WILL BE ASSESSED AT THE INTERVIEW STAGE**
**COMMUNICATION**

Communicates ideas and information effectively, both verbally and in writing, ensuring messages are clear and understandable. Shares information openly and encourages a two way dialogue. Use appropriate language and style that is both relevant to the situation and to the people being addressed.

**CUSTOMER CENTRED APPROACH**

Puts the person at the heart of the service and is able to understand both internal and external customers and service users' needs. Recognises that customers and service users are unique. Takes personal responsibility for securing the satisfaction and well being of customers and service users. Shows perseverance and innovation in resolving problems. Encourages and maintains open, positive relationships with a wide range of people. Listens and communicates assertively to ensure mutual understanding.

**INNOVATION**

Constantly strives to evaluate, question and improve how things are done. Views improvement as a continuous process. Creatively explores and applies innovative approaches to improve the quality and delivery of services.

**LEADERSHIP**

The ability to lead, inspire and encourage others to meet business objectives whilst providing a clear vision and sense of purpose in all activities. Actively participates and contribute towards Project Teams, Committees and other working groups. Is supportive of colleagues, including secondees, placements and new employees.

**PERSONAL EFFECTIVENESS**

Takes personal responsibility for making things happen and achieving results. Presents ideas clearly and persuasively. Willing to take responsibility in challenging circumstances or when things go wrong. The ability to recognise and control own emotions and to respond to situations objectively, even when under pressure. The self-confidence and flexibility to adapt own response to suit the needs of the situation or to respond flexibly depending on the other persons approach.

**PROBLEM SOLVING AND REASONING**

The ability to identify and resolve problems by gathering and analysing information from a range of sources, and make informed and effective decisions. Draws appropriate conclusions and considers the consequences of these decisions. Ability to work effectively within a team.

**INFORMATION SYSTEMS**

A functional understanding of Link's core information communication technology – including Microsoft Office systems. An ability to access and use personal computer software for effective communication and the management of information. Has a basic knowledge of PCs, including keyboard skills and will take active steps to update personal computer literacy skills and to support others when required.

**WORKING TOGETHER**

Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team. Takes positive action to build the team and works through conflict to achieve resolution. Makes other team members feel valued. Knows what their team aims to achieve, their role and the part they play and takes positive action to build the team mentors/coaches new employees.

## TERMS AND CONDITIONS OF EMPLOYMENT

Noted below is a summary of the general terms and conditions of employment of LinkLiving employees. Those quoted apply to full-time posts and part-time staff will be eligible to receive the same employment terms on a pro-rated basis. Employees on fixed term contracts are also eligible, subject to the restriction of their contract. An individual contract may determine additional terms particular to that appointment and employees should also refer to their own contract of employment.

### Hours & Contract

Part-time, 16 hours per week, Tuesday and Wednesday, but also require flexibility and cover for annual leave or sickness in the team.

This is a permanent post.

### Salary

Placement within the salary range will be dependent on several factors including skills and experience.

Progressing through the salary range will be determined by an assessment of individual performance against an agreed Job Plan and following a recommendation made to the Management Team at each performance year-end.

Business Support Administrator/Receptionist Salary Range £19,405 - £21,206 per annum, pro rata (dependent on skills & experience).

An Inflation-Related Pay Award is normally awarded annually in April.

### Annual Leave

35 days pro rata per annum (including 10 public holidays) rising to 38 days after completion of three years' service.

### Pension

Link is required by law to automatically enrol eligible employees to its pension scheme. Full information about this will be provided as part of the new employee induction process.

### Travel

(a) Staff will be reimbursed two-thirds of the cost of a monthly bus pass if this is appropriate to the needs of the Service. (b) If you only use a monthly bus pass for business purposes you may be able to claim the full cost.

Use of your own car for business mileage, where authorised, will be reimbursed at a rate of 45p per miles. LinkLiving adopts the Inland Revenue approved mileage rate system.

### On-Call

Where an on-call rota is in place, a separate allowance of £20 will be paid per shift.

### Time Back

There is a time back arrangement for additional hours worked in excess of the contracted hours.

### Probationary Period

There is a 6-month probationary period, which may be extended to 9 months following consultation with individuals.

### **Support and Supervision**

You will have regular support and supervision meetings with your line manager

### **Smoking**

All Link group offices operate a NO SMOKING POLICY – you may have to work with service users who smoke.

### **Health Care Cash Plan**

A non-contributory Healthcare Cash plan scheme for employees and children under 18 years old. [Option to include partners]

### **Protecting Vulnerable Groups Scheme (PVG) Information for applicants who wish to work with Link**

People who work on a regular basis with vulnerable groups will be required to join the Protecting Vulnerable Groups (PVG) Scheme. This Scheme replaces the Enhanced Disclosure Scotland checking process for organisations and it is a mandatory requirement of working within Link.

As well as strengthening safeguards for children, the PVG Scheme will improve protection for adults because, for the first time in Scotland, there will be a list of those who are barred from working with protected adults - there is already a list of those who are barred from working with children. A protected adult is a person, aged 16 or over, who receives one or more type of care or welfare service either regularly or for a short period of time.

People who work, on a regular basis, with vulnerable groups will join the PVG Scheme and from then on, their membership records will be automatically updated if any new vetting information arises. Vetting information is conviction information retrieved from criminal justice systems and nonconviction information held by the police that is considered relevant.

In order to become a member of this scheme for the first time the cost is £59.

Should you be successful in securing a post with Link it will be expected that you will meet the registration cost.

For further information please refer to the disclosure Scotland website - <http://www.disclosurescotland.co.uk/pdf/protecting-vulnerable-groups-scheme.pdf>