

JOB DESCRIPTION

JOB TITLE: BUSINESS ADMINISTRATION AND FINANCE OFFICER

DEPARTMENT: LINKLIVING SERVICES EDINBURGH

PURPOSE OF THE JOB

The Business Administration and Finance Officer will provide customer-focused and comprehensive administrative support to the LinkLiving Edinburgh services. Reporting directly to the Head of Services and Development, this post involves interacting with members of the management team, staff, partner agencies and the people we support.

The post will provide administrative support to three functional teams, offering different services to frontline staff, management and the people we support. The position will involve collaborating across multi-disciplinary teams, with a number of external agencies, financial invoicing, pre-paid credit cards and record-keeping, facilities management and general reception duties at the LinkLiving hub. The postholder will be expected to line manage the trainee administration work placements.

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 AREAS OF RESPONSIBILITY / TASKS

Reception and Administration Duties – LinkLiving Edinburgh Hub

- Maintain the good appearance of training rooms, office and reception area at all times.
- Create a welcoming and friendly atmosphere for staff, customers/course participants who attend the hub.
- Process all incoming calls in an efficient and professional manner, ensuring callers are transferred to the appropriate person/department or redirected as appropriate and make outgoing calls when required.
- Provide messaging service ensuring that all messages are taken accurately and passed on to the appropriate person timely.
- Process all incoming and outgoing mail, ensuring the best value for money.

- Prepare training and meeting rooms organising refreshments where requested.
- Coordinate and effectively minute team meetings
- Provide confidential administrative support to the staff and management team.
- Provide all aspects of Dynamics support to all Edinburgh teams which include, entering referrals, updating billing information, reporting etc.
- Be a Dynamics champion to staff supporting with Dynamics training.
- Administration support for LinkLiving SharePoint sites for all Edinburgh services
- Support teams with course administration including creating folders for course participants
- Administration of the void process (reporting voids, coordinating repairs for any flats, etc)
- Overseeing Furniture Packages, placing orders with agreed furniture suppliers, processing related invoices and maintaining corresponding spreadsheet (Edinburgh Services)

Finance Administration – LinkLiving Services Edinburgh

- Responsible for petty cash system, ensuring correct budget code used
- Monthly reconciliation of petty cash systems for teams
- Coding of invoices on Filestream
- Preparation of invoices to internal and external customers ensuring correct process is followed
- Liaison with the finance department to coordinate the beginning-to-end invoice process (including entering cancelations on Dynamics where appropriate)
- Maintenance of financial records
- Manage staff's All-Pay pre-paid credit card, topping up as required using Links financial processes
- Order of items for staff and management team using a company credit card and/or other forms of payment
- Liaise with finance regarding rent for LinkLiving allocated properties, identify and monitor rent arrears and support team in the management of this

Facilities Management, Health & Safety – LinkLiving Hub

- Comply with the Health and Safety Policy, reporting any matters of concern to the Health and Safety Officer, representative or line manager.
- Attend regular Health & Safety meetings, ensuring relating of information to the wider team of matters arising
- Ensure Building Manual and Building Risk Assessment are updated and accessible

- Ensure the safety of those using the LinkLiving Hub by carrying out regular spot checks, servicing and necessary testing when required
- Ensure effective record-keeping monitoring safe use of equipment, contracts and repairs
- Ensure stock replenishment, adequate PPE and stationery is ordered and is cost effective.
- Act as Fire Warden and First Aider for the department
- Liaise with suppliers, third parties and internal departments to ensure safe running of the Edinburgh services

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.

Self Assessment and Self Management

There is a requirement to manage time proactively and prioritise tasks on a daily basis. Post holder is required to make decisions in-line with boundaries set by Head of Services and Development. The post will be based in Edinburgh and provide a service to other LinkLiving Services as necessary.

RELATIONSHIPS

LinkLiving Management team

Service Users

LinkLiving Workers

Corporate Services

Colleagues within the wider LinkLiving teams, including Link Group colleagues

Local Authorities

Partner Agencies

Funding Bodies

ACCOUNTABILITY

This post is accountable to the Head of Services and Development.

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)	√	
EDUCATION & QUALIFICATIONS	ESSENTIAL	DESIRABLE
SVQ in Business Administration or equivalent or substantial relevant business administration experience.	√	
Fire Warden (or be willing to undertake and successfully complete training).	√	
First aider (or be willing to undertake and successfully complete training, additional payment will be allocated for this role).	√	
KNOWLEDGE / EXPERIENCE & SKILLS	ESSENTIAL	DESIRABLE
Strong written and oral communication skills.	√	
Strong numeracy and literacy skills.	√	
Proven administrative experience in a customer-focused environment	√	
Good analytical and problem-solving skills	√	
Strong communication skills with the confidence to promote themselves and the service they are delivering to all levels.	√	
Good interpersonal skills for communicating with management, employees and the people we support.	√	
Excellent organisational skills with the ability to deal with diverse and busy workloads effectively	√	

IT and fully MS literate; Excel, PowerPoint, Outlook, SharePoint, Dynamics and Microsoft Teams.	√	
Ability to pick up bespoke ICT systems effectively	√	
Knowledge and understanding of database systems.	√	
Experience of using electronic document management systems.	√	
Positive attitude and ability to work flexibly dependant on the needs of the business	√	
Experience of team working and the ability to create positive relationships	√	
Commitment to Health & Safety	√	
Able to manage workload and conflicting priorities	√	
Ability to prioritise, anticipate problems and provide solutions	√	
Flexibility to provide a responsive service.	√	
Experience of document production and report writing	√	
Experience of delivering facilities management services		√
Previous experience of working in a multi-layered organisation/teams		√
Awareness of current challenges young people are experiencing		√

COMPETENCY MANAGEMENT FRAMEWORK (ALL ESSENTIAL)	
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.	
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.	
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 person's 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. Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team.

INFORMATION SYSTEMS

A functional understanding of Link's core information communication technology – including Microsoft Office, Filestream systems and department I.T systems. 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.

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

Full-time, 37.5 hours per week, usually Monday to Friday, but requires flexibility around the needs of the service.

Contract

The post is permanent

Salary

Placement within the salary range will be dependent on a number of 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 Administration and Finance Officer Salary Range £22,462 - £24,827 per annum (dependent on skills & experience).

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

Annual Leave

35 days pro rata per annum (including 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. Auto-enrolment rates from 1 April 2019 are:

- Link: 5% of basic salary
- Employee: 3% of basic salary

Employees can opt to increase their contributions:

Employee:	4%	5%
Link:	6%	6%

Travel

LinkLiving will support eligible employees employed by LinkLiving and providing support to service users across a geographical area where a bus pass is the most cost-effective means of travel, with the cost of a monthly bus pass. Eligible employees can claim for the cost of a monthly bus pass through iTrent Self Service. Reimbursement will be made through payroll and tax and national insurance contributions deducted. Claims for annual bus passes will not be authorised.

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.

Link will meet the cost of any new PVG scheme membership or scheme record update.

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