

Job Description

Post:	Recovery College – Admin and Support Worker
Responsible to:	Recovery College Co-ordinator
Location:	North Ayrshire
Hours of duty:	35 hours to be worked as the service requires, Mon-Fri between 9am-5pm
Salary:	Scottish Living Wage - £21,255 per annum, pro-rata
Pension:	6% of basic salary and 2 x salary insurance benefit
Travel:	0.45p per mile

Summary:

To facilitate a positive recovery based student service office environment.
To provide administrative support to enable the delivery of a Recovery College in North Ayrshire.
You will carry out various administrative and support tasks whilst prioritising your workload and ensure that all tasks are carried out to a high standard.

Duties:

- Providing a supportive, professional office base
- Strong organisation skills
- Strong IT skills including: Office365, SharePoint/Teams and database input/case management systems – the ability to learn this quickly
- Awareness of Risk assessment
- Excellent written and verbal communication
- Ability to understand the students needs and requirements
- Developing and maintaining Individual Learning Plans
- Managing and supporting students applications; responding to students with any Extended Learning Support requirements, e.g. dyslexia
- Supporting 'pop-up' information events in North Ayrshire in partnership with other service staff
- Providing information by phone, drop in or appointment to students.
- Provision of general administration support to all staff as required within the Team.
- Organise events such as training courses and liaise with participants to facilitate access and engagement.
- Database input, in liaison with team to provide statistical information.
- Compiling and collating data and assisting with reports.
- Taking referral details for potential participants (training to be provided)
- Deal with enquiries on any aspect of the service provided by the Team.
- Recording of enquiries
- Dealing with allocation of resources.
- Providing a reception service for all stakeholders

- Maintenance of records.
- General cash duties as required, including reimbursement of beneficiaries reasonable expenses
- Liaising with the HR Officer for staffing returns, processing of holiday/sickness records.
- Liaising with Finance Department for staff expenses, wages advice etc.
- Recording of minutes of meetings.
- General typing duties.
- To participate in relevant training.
- Any other duties as appropriate to the grade as determined by the Service Manager or as required within the wider remit of RAMH.

The post holder will be expected to participate in the on-going development of the post. Although you will be based with a particular service or in a specific building, you may be required to provide admin assistance at other RAMH sites, if and when necessary.

PERSON SPECIFICATION

Recovery College Admin and Support Worker-35 hrs weekly

EXPERIENCE

	Essential	Desirable
Previous administration experience or support work which involves a high level of administration		✓
Proficient in using Microsoft Office (MS Word, Excel, PowerPoint) and SharePoint/Teams - the ability learn this quickly	✓	
Proficiency in case management systems or the proven ability to learn this quickly, and working with gathered statistical Information	✓	

SKILLS

Excellent organisational skills	✓	
Excellent interpersonal and communication skills, both verbal and written	✓	
Ability to work under pressure and maintain resilience	✓	
Ability to work unsupervised and to also accept direction	✓	
Ability to motivate and inspire others		✓

PERSONAL TRAITS

Team-worker		✓
Very flexible/adaptable	✓	
Good time manager	✓	
A belief in recovery through learning	✓	