



## Job Description

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| <b>Job Title</b> | CARDS - Administration and Communication Assistant |
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| <b>Core Purpose of Job</b> | <p>CARDS (Community Alcohol Related Damage Service) matches volunteers, as ‘befrienders’, with individuals who have a current or historic relationship with alcohol that has led them to be less active in their local community. This relationship, between the individual and the volunteer, acts as the vehicle for positive health and social outcomes.</p> <p>To provide administrative support to the Volunteer manager in overseeing the provision of good quality support, advice and information to service users and staff volunteers. To effectively support with the co-ordination of the volunteers to achieve the aims and meet the key performance indicators of the service. To develop and sustain links with individuals, groups, agencies and be involved with the publicity and promotion of the project. (a)To work in a sensitive, flexible and non-judgmental way and be able and willing to receive and (b)deliver feedback within an equal opportunities framework.</p> <p>The role requires collecting, recording and processing data to meets the needs and legal obligations of the service. This is to ensure that all necessary information for communication, payroll, training, health and safety, supervision and well-being is available, recorded and in compliance with current government and legal requirements.</p> |
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| <b>Organisational Position</b> | The work will be supervised by the Service Lead and supports team of support workers and volunteers. |
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| <b>Key Outcomes.</b>  |   |
| The post holder will: |   |
| <b>1</b>              | Maintain good communications with the team and volunteers to ensure maximum engagement with new and existing volunteers.  |
| <b>2</b>              | Support with the planning and delivering of training programs and in organizing and planning the support and supervision for staff and volunteers.                |
| <b>3</b>              | Support with the recruitment, training and development of volunteers.   |
| <b>4</b>              | Responsible for handling, recording and processing PVG applications and ensuring volunteers meet the agreed entry criteria.                                       |
| <b>5</b>              | Support with organising and managing the CARDS volunteer pool in all its stages to meet the needs of the service and its service users.                           |
| <b>6</b>              | Receive record and progress referrals, liaise with GPs, Social Work and any other agencies and services.  |
| <b>7</b>              | To positively promote the work of Rowan Alba and partners to other organizations and contribute towards the organising and planning of Rowan Alba charity events. |
| <b>8</b>              | When required, and according to schedule, delete old records for service users, volunteers and contacts as per protocols in compliance with GDPR.                 |

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This version replaces any previous one - February 2024

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| <b>9</b>  | Update spreadsheets on an ongoing and timely basis to show the progression and receipt of communications and documents.          |
| <b>10</b> | Liaise with the CARDS team, staff, volunteers, service users and third-parties to back-fill, update or delete records as needed. |

| <b>Authority Levels</b>                 |   |
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| <b>Financial and tangible resources</b> | <p>Request, receive and record and process reimbursement of Volunteers' expenses.</p> <p>Contribute towards the monitoring of the services income and expenditure.</p> <p>To be aware of and adhere to all relevant financial procedures and regulations of the company and to report any discrepancies, either on the part of the post holder or others, to the manager immediately.</p> <p>Support with information and statistics for funding bids and budgets to ensure the sustainment of the service &amp; the wider development of Rowan Alba Ltd.</p> |
| <b>People</b>                           | Staff, Volunteers, Line Manager, Service Users and Wider Rowan Alba group   |

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| <b>Accountability</b>                    |  |
| <b>Freedom to act</b>                    | To work within the framework of and promote Rowan Alba's policies and procedures at all times to achieve best practice with individuals using our services and those commissioning them.   |
| <b>Risk Management</b>                   | Organise, manage and record a check in and out system for all Volunteers.<br><br>To be aware of and work within Rowan Alba's Health and Safety policy at all times and to report any issues of concern and in conjunction with the Line Manger, to have responsibility for the Health and Safety of staff, volunteers and service users.   |
| <b>Level of problem-solving required</b> | Ability to review and amend current procedures in accordance with a new and evolving service.<br><br>Providing feedback to the team for potential improvements of data collection and monitoring based on their experience of completing tasks. Feedback around different components of administration such as time efficiency, data collection and the use of excel, word, one drive and SharePoint, information received and information produced.   |
| <b>Communication</b>                     |  |
| <b>Subject complexity and expertise</b>  | CARDS work with people who have a complex, longstanding and problematic relationship with alcohol. Successful organisation and administration of the service will come only from a genuine interest and curiosity in the people we are here to support. To be able to listen is the single most important aspect of the role.<br><br>Post holder has responsibility of informing manager, in a timely manner, of any difficulties or concerns with carrying out any tasks allocated to them or any delay in completing tasks.<br><br>The post holder may be given tasks that involves trialling new ways of working which involve using their initiative to try different methods of completing the same task. |
| <b>Contact inside the organisation</b>   | Support the wider team with leading and managing the ongoing communication within the small team of four and with the larger group of 50 volunteers.<br><br>Act as a key contact for the CARDS service and monitor and progress all telephone, email and in person enquiries coming into the head office.<br><br>Support with monitor the ongoing volunteer pool and co-ordinate and direct the resources of the senior volunteers in accordance with new referrals and new recruits   |

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| <b>Contact outside the organisation</b> | <p>Leading and managing the external communication in respect of volunteer recruitment.</p> <p>Postholder will work in partnership with staff, volunteers, and supporting services to access, evaluate, respond and report on tasks and progress, to fulfil the role requirements.</p> <p>Contacting information providers and other third-parties, as necessary, to fulfil the role requirements.</p> |
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| <b>Competencies required</b> |   |
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| <b>Core Competencies</b>     | <p>Effective organisational skills and ability to manage priorities.</p> <p>Good knowledge of administrative practices, policies and procedures within a business environment</p> <p>Ability to develop and implement administrative processes.</p> <p>Providing feedback and reflecting on your own practice.</p> <p>Presenting information by way of spreadsheets and reports.</p> <p>Oral and written communication skills.</p> <p>Advanced keyboard skills.</p> <p>Sound working knowledge of computer software packages including word processing, databases, spreadsheets.</p> <p>Ability to manage one's own time to work to deadlines on more than one task and manage an ongoing list of priorities.</p> |

### Person Specification

| <b>Experience</b> |  |
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| <b>Essential</b>  | <p>Knowledge of record-keeping, filing and general office communication.</p> <p>Demonstrated experience of using a range of digital tools - MS Office, Excel, internet, email, databases and digital engagement tools.</p> |

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|                  | <p>Knowledge of GDPR and data protection.</p> <p>Dealing with difficult conversations.</p> <p>Data collection and recording systems.</p> <p>Social Media – posts on facebook, twitter and Instagram.</p> <p>Communicating and organising schedules.</p> <p>Working to deadlines and leading small administration projects.</p> <p>Organising and designing service or organisational level spreadsheets and databases</p> |
| <b>Desirable</b> | <p>Working with vulnerable groups and volunteers.</p>   |

| <b>Knowledge and understanding</b> |   |
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| <b>Essential</b>                   | <p>Knowledge of how to use social media platforms and post relevant and appropriate content.</p> <p>Knowledge of Office 365.</p> <p>Knowledge of using Excel to record and collate information to input to reports.</p> <p>Knowledge of using Word to produce documents for distribution internally and externally, most commonly to volunteers.</p> <p>Understanding of on-line safety issues.</p> <p>Awareness of the needs and responsibilities of the Data Protection.</p> <p>Excellent understanding of confidentiality and professional boundaries.</p> |

| <b>Skills, education, qualifications</b> |  |
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| <b>Essential</b>                         | <p>Ability to liaise effectively including giving and receiving feedback from all stakeholders in the CARDS service.</p> <p>A non-judgmental outlook with the ability to handle difficult situations with sensitivity.</p> |

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|                         | <p>Ability to manage an outlook calendar of all visits made by volunteers and keep up to date and accurate record of visits for the use of all the team.</p> <p>Ability to develop, monitor and maintain accurate records and use to manage the overall project planning.</p> <p>Commitment to Inclusion, Equalities, Equal Opportunities and Anti-Discriminatory practice.</p> <p>Ability to respond to check in texts from volunteers and receive information via text message, email and verbal to update appointments so that Rowan Alba are able to manage the health and safety of staff and volunteers.</p> <p>Ability to work effectively with your own priorities whilst being mindful of other influencing priorities such as service users, staff and volunteers and the wider service and organisational priorities.</p> <p>Ability to collaborate and work positively across the team by sharing the admin experience to for the development of the administrative areas of the service.</p> |
| <p><b>Desirable</b></p> | <p>Experience or an understanding of coaching.</p>  |

| <p><b>Other essential requirements</b></p> |  |
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| <p><b>Essential</b></p>                    | <p>To be open to giving and receiving feedback.</p> <p>Ability to give direction and support volunteers with organising their appointments, sending in notes, making requests, online training and communicating all the essentials that are relevant to their role.</p> <p>Ability and openness to developing an organic and emerging coaching culture within Rowan Alba.</p> |

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