



Dementia Friendly East Lothian:
Application for: Office Administrator

Thank you for your interest in the above job. I have great pleasure in sending you an Application Pack. It gives you more information about the post and how to apply.

To apply for the job, we would like you to send us:

- ☐ A **letter of application**, telling us in your own words why you want the job and why you think you're the best person for the job. We have suggested headings to use to help you cover all the key areas.
- ☐ **Contact details for referees** - two people who know you and we can contact to ask about your suitability for the job. Often this will include an employer, but not always. You should not include someone who is a partner or family member.
- ☐ A **covering letter** with your name, contact details, saying that you are applying for the post
- ☐ **Equality and Diversity Monitoring Form** - Completing the equality and diversity form is optional but it helps us ensure that we promote equal access and opportunity and fairness.

Closing Date: Your application must reach us by 8am on Monday 20 January 2025

We expect interviews to take place week commencing **3 February 2025**

For further information: Sue@dfel.org.uk or phone: 07727883881 OR
Fiona@dfel.org.uk or phone: 07984 498870

Dementia Friendly East Lothian Community Interest Company is an Equal Opportunities & Fair Work Employer

Submit your application:

By e mail - sue@dfel.org.uk

By post to: Sue Northrop, Dementia Friendly East Lothian, 29, Williamstone Court, North Berwick, East Lothian, EH39

Job Description & Person specification

Dementia Friendly East Lothian

Application for: Office Administrator

Contract: Fixed Term Contract ending 31 March 2026 (subject to funding)
Salary: £8,071.27 (Full time equivalent £23,541.21)
Hours: Part time: 12 hours per week including lunch and rest breaks.(worked flexibly as agreed)
Reports to: Fiona Barrett, Musselburgh Meeting Centre Manager

About Dementia Friendly East Lothian

Dementia Friendly East Lothian exists to create the conditions that transform the daily lives of people with dementia and unpaid supporters. We want everyone affected by dementia to be an equal and valued member of their community, exercising their rights and choices, with a life that gives them meaning and joy.

We do this by creating enabling environments in and with communities, creating opportunities for people living with dementia and care-partners to come together for mutual aid and support, to influence the decisions that matter to them and be valued as experts by experience. We work across East Lothian to create a vibrant community of practice, sharing learning and experience through Gatherings, workshops and training.

DFEL is a team of 5 and is a 'flat' or horizontal organisation with minimal hierarchy. We are currently recruiting for Administrator and a Development and Communications Facilitator.

We are funded by East Lothian Health and Social Care Partnership to develop the Musselburgh Meeting Centre and develop the Meeting Centre approach across East Lothian. The Musselburgh Meeting Centre is a 'hub' with a growing role as a resource for practice and learning. The Musselburgh Centre team facilitates 3 peer-led groups for people living with dementia and unpaid carers, a new brain health project and a community hub for dementia and brain health.

Our values

As a community interest company, we are value led and this shape our priorities. Our core values are:

- People living with dementia and care-partners are experts by experience and we work to increase their leadership and control
- We include everyone – all ages and stages and work to promote health and wellbeing now and for generations to come
- Communities have a unique and important role in our health and well-being, enabling us to live lives of value and meaning
- We go further by working together – we value our partnerships, relationships and working and learning together

Our outcomes

The East Lothian Dementia Strategy outlines 5, person centred outcomes. We will know we have achieved our aims when people living with dementia and unpaid supporters tell us:

- This suits me and my needs
- I am able to be as independent as possible
- I get the help and support I need when I need it
- I feel safe, listened to, valued and respected
- I am empowered to do the things that are important to me

Job description

We are looking for a new member to join our small and enthusiastic team to provide essential administrative support to both Dementia Friendly East Lothian's direct work with people living with Dementia and the communities in which they live and to the critical behind the scenes work which makes everything else work. This role will work directly to both the CEO/founding Director and to the Musselburgh Meeting Centre Manager.

You will work with the Musselburgh Meeting Centre Team and external partners to support the development of the existing administrative and financial processes and to design and initiate new processes as required

Main duties:

Management of finance

- Manage the quickbooks accounting system
- Set up routine payments and authorisation of payments in banking system
- Manage the application for and retrieval of all banking cards
- Process and record invoices and expenses claims, checking for accuracy
- Issue receipts for all income received.

- Ensure up to date, accurate financial information is available to the CEO, Directors and Musselburgh Meeting Centre Manager in line with agreed financial procedures to support grant reporting and applications.
- Manage and maintain the petty cash system, checking and coding transactions and preparing period end documentation and reconciliation.

Provide efficient general office administration

- Respond to enquiries and incoming mail/emails, ensuring appropriate redirection or action.
- Communicate in a professional manner with a range of people within and out with DFEL to provide information and signpost to the right person.
- Filing - support the management of DFEL filing systems. Implement daily, weekly, and monthly routines in filing.
- Monitor and manage stock and other DFEL assets.
- Research and obtain quotes from range of organisations and companies to support the work of DFEL
- Manage the administration of corporate services such as renewing IT licenses, insurance policies, servicing agreements, PAT testing and arranging for repairs or maintenance.
- Liaise with IT support providers, where necessary, to ensure smooth running of IT hardware and software systems.
- Support the administration of compliance systems and processes such as HR, H & S and GDPR in conjunction with the Meeting Centre Manager.
- Prepare resources and documents - printing/scanning/collation of MC resources, training materials, Board papers and reports.

Management: There are no management responsibilities for this role

Finance: There are no budgetary responsibilities in this post

Reporting: You will report to the Musselburgh Meeting Centre Manager

About you

You will share our vision and have the enthusiasm and commitment to work with us to make our aspirations a reality. You will be a 'people person', with excellent communication skills both face to face and through different media and channels, and demonstrate integrity, care and compassion when dealing with people.

You enjoy working as part of a small team, working together to make a real change to people's lives and you have a flexible, creative and positive attitude.

You can work independently with minimum supervision. A planner who looks ahead and does not solely focus on the day-to-day. You are a self-starter who takes ownership of their role and their development. You take the initiative in identifying areas for improvement and offering solutions.

Skills and experience

Essential:

You should be able to demonstrate experience, skills and confidence in the following areas:

- You will bring at least 3 years' experience of implementing and managing administrative support functions and procedures
- You will have excellent IT skills - you will be a confident user of Microsoft Teams, Word, Outlook, Excel and SharePoint.
- You will have experience of bookkeeping systems, ideally, QuickBooks or similar financial recordkeeping software, and strong numeracy and analytical skills. (If you do not have experience of Quickbooks you should be able to demonstrate that you can become competent over your probation period.)
- Excellent organisational skills with the ability to multi-task and manage competing priorities to meet challenging deadlines.
- Excellent inclusive written and verbal communication skills, able to communicate with a wide range of people.
- Experience of handling personal and private information and an understanding of the values and ethics required
- Experience of supporting a geographically dispersed team, ensuring people are involved and up to date

You should also be willing to:

- Undertake training and learning in areas as required
- Join the Protecting Vulnerable Adult scheme if required

Desirable: We would like you to be able to demonstrate experience, skills and confidence in the following areas:

- A good understanding of the challenges faced by people living with dementia, unpaid carers and friends and families
- A good awareness of Data Protection legislation and appreciation of the need for discretion and confidentiality in the workplace
- Experience of working in a small community or social enterprise.
- It would be useful if you were a driver with a clean current driving licence, access to a car for work purposes which is insured for business travel. You will be paid a mileage allowance at the current HMRC rate of .45p per mile

Personal attributes

- Creativity and flexibility
- Willing to learn and develop knowledge and skills
- Ability to work in partnership
- Ability to use own initiative
- Team player
- Positive, 'can do' attitude
- Confident
- Good timekeeper
- Honest, trustworthy & reliable

Qualifications: We value your experience, your ability to demonstrate you have the skills and confidence for the post and are willing to learn and grow. There are therefore no essential qualifications for applicants. If we feel you have the skills, confidence and commitment to take this role on, we will offer you the role subject to successful completion of your probationary period which will involve training. We will agree a personal induction programme with you so the successful applicant can achieve the required qualifications/training.

Job information

Contract - You will be employed on a fixed term contract which is covered by DFEL CIC funding from East Lothian Health and Social Care Partnership. The contract will come to an end on 31 March 2026 unless otherwise terminated by either party giving notice in line with the provisions within this document.

Pay - You will be paid in equal monthly instalments in arrears on the 28th of each month for the month prior. We will ensure that you always receive no less than the National Minimum Wage

Working hours - DFEL's normal working hours are 35 hours a week or part-time equivalent. This includes time for learning and development. You may be required to work different hours if requested to do so by DFEL.

Annual Leave and Holiday entitlement - Your entitlement is made up of the following components:

- ☐ **28 days annual holiday** between 1st January to 31 December. (DFEL's leave year).
- ☐ **6 public holidays** – to be worked flexibly, as agreed with your manager. Christmas Day, Boxing Day, New Years Day, and 2 January will be paid at 1.5 times your basic rate; all others at your basic rate.
- ☐ **4 ‘time for me’ days** – usually taken one day per quarter **from 1 January 2025**

If you work part time, or have joined or left us during the year, your holidays and leave are worked out in proportion (pro rata).

Working extra hours - Time off in Lieu (Toil) is available subject to your manager's agreement.

Probation - you will be required to complete successfully a 3-month period of probation, including agreeing a development and training plan with your manager. The plan will include induction, following required procedures, understanding policies and successful

completion of mandatory training. The aim is to ensure you have the skills, confidence, and knowledge to undertake the requirements of the post.

Your work performance and general suitability will be assessed and, if it is satisfactory, your employment will continue. It will be a condition of your employment that you reach the standards required by the end of your probation period.

Training – you are expected to undertake relevant training and continuous professional development throughout your employment.

Other benefits include:

- Employee Assistance Programme
- Bright Exchange
- DFEL Pension scheme for employees aged between 22 and state retirement age
- Reimbursement of work expenses
- Mileage agreed for work purposes is paid at 45p pm

Areas to cover in your application letter

We positively welcome applications from people living with dementia and unpaid carers/supporters and people with a wide range of experience, relevant to the requirements of the job.

You can draw on skills and experience gained through self-management and living with dementia or another long-term condition, unpaid work, paid work, volunteering, and your personal life. Ideally this experience is round dementia, but we know that there are many similarities with living with and supporting other long-term conditions.

Personal Information:

- Your first name and surname
- Your address, including your postcode
- Your e mail
- Your home and/or mobile phone numbers

Why you want this job - We're looking for people who share our vision and want to make a difference.

Please tell us in your own words why you want this job and why you are applying for it.

About you - Please tell us about yourself and give examples that demonstrate your personal attributes. We are looking for someone who likes people, likes to learn and develop new skills and likes working with other people as a team. Our ideal candidate is a positive person with a 'can do' attitude who can manage their work and is reliable.

Your skills and experience -This job requires you to have excellent administrative skills, combined with sound understanding of bookkeeping principles and be a friendly

and able communicator. Please give us examples from any area of your life that illustrate your experience and approach.

Your commitment to learning and development

There are no essential qualifications for the post, but training is required for the successful applicant and is a condition of your probation.

Please tell us about any training or development you have done to prepare for a new role, job or for personal development. This can cover any learning, including learning a new hobby or a new role in your personal life.

Other information we need:

Your right to work in the UK: Please confirm on your application that you have no restrictions on taking up employment in the UK

Driving – Please tell us if you are a car driver and are willing to drive for work purposes on occasion.

Criminal records & cautions rehabilitation – Because we work flexibly, we do require team members to go through Disclosure Scotland. A Self-disclosure form is not included as we are doing DBS <https://recruit.unlock.org.uk/knowledgebase/self-disclosure/>

Your referees

Please provide the names of two people who know you and we can contact to ask about your suitability for the job. Often this will include an employer, but not always. You should not include someone who is a partner or family member.

Please provide their:

- First name and surname
- Address and postcode
- Contact phone number
- Email address
- How you know them
- Whether we can contact them before the interview

Signing your application

Please sign and date your application form. An electronic signature will suffice.

What happens next?

- We will tell you when we receive your application. If you do not hear from us, please get in touch.
- If we are inviting you for interview, we will let you know within a week of the closing date and will send you more information.
- We are happy to provide feedback if you are not successful. Please just ask.

Data Protection

DFEL is aware of our obligations under the data protection legislation, including the obligation to collect only data required for our specific purpose.

The information we collect in your application form is specific to our recruitment exercise and necessary for the performance of the role you are applying for.

If you are appointed to this job or any other role you are offered by us, the information provided will be used for the purposes of your employment with us, together with further information collected upon recruitment for those purposes.

We will treat all personal information about you with utmost integrity and confidentiality. Our data protection policy sets out our approach to ensuring that your data are processed in line with the data protection principles within current data protection legislation.

Our privacy notice for job applicants gives you information on, amongst other things, the data we will hold about you during the recruitment exercise. We also include within this notice the reasons for processing your data, the lawful basis that permits us to process it, how long we keep your data for and your rights regarding your data. The full privacy notice is attached.

EQUALITY & DIVERSITY MONITORING FORM

Dementia Friendly East Lothian wants to meet the aims and commitments set out in its equality policy. This includes not discriminating under the Equality Act 2010 and building an accurate picture of the make-up of the organisation in encouraging equality and diversity. We need your help and co-operation to enable us to do this but filling in this form is voluntary.

Please return the completed form along with your application form documents.

Gender Man * Woman * Intersex * Non-binary * Prefer not to say *

If you prefer to use your own term, please specify here

Are you married or in a civil partnership? Yes * No * Prefer not to say *

Age 16-24 * 25-29 * 30-34 * 35-39 * 40-44 * 45-49 *
50-54 * 55-59 * 60-64 * 65+ * Prefer not to say *

What is your ethnicity?

Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong. Please tick the appropriate box

White

English * Welsh * Scottish * Northern Irish * Irish *

British * Gypsy or Irish Traveller * Prefer not to say *

Any other white background, please write in:

Mixed/multiple ethnic groups

White and Black Caribbean * White and Black African * White and Asian

* Prefer not to say * Any other mixed background, please write in:

Asian/Asian British

Indian * Pakistani * Bangladeshi * Chinese * Prefer not to say *

Any other Asian background, please write in:

Black/ African/ Caribbean/ Black British

African * Caribbean * Prefer not to say *

Any other Black/African/Caribbean background, please write in:

Other ethnic group

Arab * Prefer not to say * Any other ethnic group, please write in:

Do you consider yourself to have a disability or health condition, including dementia?

Yes * No * Prefer not to say *

What is the effect or impact of your disability or health condition on your ability to give your best at work? Please write in here:

The information in this form is for monitoring purposes only. If you believe you need a 'reasonable adjustment', then please discuss this Sue Northrop, DFEL.

Do you have caring responsibilities? If yes, please tick all that apply

None *

Primary carer of a child/children (under 18) *

Primary carer of disabled child/children *

Primary carer of disabled adult (18 and over) *

Primary carer of older person *

Secondary carer (another person carries out the main caring role) *

The information in this form is for monitoring purposes only. If you want to discuss how we can support you as a working carer, please discuss this with Sue Northrop DFEL.

What is your sexual orientation?

Heterosexual * Gay * Lesbian * Bisexual *

Prefer not to say * If you prefer to use your own term, please specify here

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What is your religion or belief?

No religion or belief * Buddhist * Christian * Hindu * Jewish *

Muslim * Sikh * Prefer not to say *

If other religion or belief, please write in:

What is your current working pattern?

Full-time * Part-time * Prefer not to say *

What is your flexible working arrangement?

None * Flexitime * Staggered hours * Term-time hours *

Annualised hours * Job-share * Flexible shifts * Compressed hours *

Homeworking * Prefer not to say * If other, please write in:

Privacy Notice for Job Applicants

In accordance with the General Data Protection Regulation (GDPR), we have implemented this privacy notice to inform you, as prospective employees of DFEL, of the types of data we process about you. We also include within this notice the reasons for processing your data, the lawful basis that permits us to process it, how long we keep your data for and your rights regarding your data.

A) DATA PROTECTION PRINCIPLES Under GDPR, all personal data obtained and held by us must be processed according to a set of core principles. In accordance with these principles, we will ensure that:

- a) processing is fair, lawful and transparent
- b) data are collected for specific, explicit, and legitimate purposes
- c) data collected is adequate, relevant and limited to what is necessary for the purposes of processing
- d) data are kept accurate and up to date. Data which is found to be inaccurate will be rectified or erased without delay
- e) data are not kept for longer than is necessary for its given purpose
- f) data are processed in a manner that ensures appropriate security of personal data including protection against unauthorised or unlawful processing, accidental loss, destruction or damage by using appropriate technical or organisation measures
- g) we comply with the relevant GDPR procedures for international transferring of personal data

B) TYPES OF DATA HELD We keep several categories of personal data on our prospective employees to carry out effective and efficient processes. We keep this data in recruitment files relating to each vacancy and in our computer systems, for example, recruitment logs. Specifically, we hold the following types of data:

- a) personal details such as name, address, phone numbers.
- b) name and contact details of your next of kin.
- c) your photograph.
- d) your gender, marital status, information of any disability you have or other medical information.

- e) right to work documentation.
- f) information on your race and religion for equality monitoring purposes.
- g) information gathered via the recruitment process such as that entered on a CV or included in a CV cover letter.
- h) references from former employers.
- i) details on your education and employment history etc.
- j) driving licence.
- k) criminal convictions.

C) COLLECTING YOUR DATA You provide several pieces of data to us directly during the recruitment exercise. In some cases, we will collect data about you from third parties, such as employment agencies, former employers when gathering references or credit reference agencies. Should you be successful in your job application, we will gather further information from you, for example, your bank details and next of kin details, once your employment begins.

D) LAWFUL BASIS FOR PROCESSING The law on data protection allows us to process your data for certain reasons only. The information below categorises the types of data processing we undertake and the lawful basis we rely on.

- Activity requiring your data - Lawful basis
- Carrying out checks in relation to your right to work in the UK - Legal obligation
- Making reasonable adjustments for disabled employees - Legal obligation
- Making recruitment decisions in relation to both initial and subsequent employment e.g. promotion - Our legitimate interests
- Making decisions about salary and other benefits - Our legitimate interests
- Making decisions about contractual benefits to provide to you - Our legitimate interests
- Assessing training needs - Our legitimate interests
- Dealing with legal claims made against us - Our legitimate interests
- Preventing fraud - Our legitimate interests

E) SPECIAL CATEGORIES OF DATA Special categories of data are data relating to your:

- a) health
- b) sex life

- c) sexual orientation
- d) race
- e) ethnic origin
- f) political opinion
- g) religion
- h) trade union membership
- i) genetic and biometric data.

We carry out processing activities using special category data:

- a) for the purposes of equal opportunities monitoring
- b) to determine reasonable adjustments

Most commonly, we will process special categories of data when the following applies:

- a) you have given explicit consent to the processing
- b) we must process the data to carry out our legal obligations
- c) we must process data for reasons of substantial public interest
- d) you have already made the data public.

F) FAILURE TO PROVIDE DATA Your failure to provide us with data may mean that we are unable to fulfil our requirements for entering a contract of employment with you. This could include being unable to offer you employment or administer contractual benefits.

G) CRIMINAL CONVICTION DATA We will only collect criminal conviction data where it is appropriate given the nature of your role and where the law permits us. This data will usually be collected at the recruitment stage; however, it may also be collected during your employment. We use criminal conviction data to determine your suitability, or your continued suitability for the role. We rely on the lawful basis of (insert lawful basis – see above) to process this data.

H) WHO WE SHARE YOUR DATA WITH Employees within our company who have responsibility for recruitment will have access to your data which is relevant to their function. All employees with such responsibility have been trained in ensuring data is processed in line with GDPR.

We may share your personal data with other organisations which help us to carry out our recruitment activities. For example, organisations which support our IT software and systems may also have access to personal data. In each case, we will only share personal data needed to carry out their work and will do so subject to appropriate safety measures that are designed to ensure your personal data remains secure and is only used for the intended purpose.

We may also share your data with third parties as part of a Company sale or restructuring, or for other reasons to comply with a legal obligation upon us. We have a data processing agreement in place with such third parties to ensure data is not compromised. Third parties must implement appropriate technical and organisational measures to ensure the security of your data.

We do not share your data with bodies outside of the European Economic Area.

I) PROTECTING YOUR DATA We are aware of the requirement to ensure your data are protected against accidental loss or disclosure, destruction and abuse. We have implemented processes to guard against such.

J) RETENTION PERIODS We only keep your data for as long as we need it for, which, in relation to unsuccessful candidates, is six months to a year.

If your application is not successful and we have not sought consent or you have not provided consent upon our request to keep your data for the purpose of future suitable job vacancies, we will keep your data for six months once the recruitment exercise ends.

If we have sought your consent to keep your data on file for future job vacancies, and you have provided consent, we will keep your data for nine months once the recruitment exercise ends. At the end of this period, we will delete or destroy your data, unless you have already withdrawn your consent to our processing of your data in which case it will be deleted or destroyed upon your withdrawal of consent.

Where you have provided consent to our use of your data, you also have the right to withdraw that consent at any time. This means that we will stop processing your data and there will be no consequences of withdrawing consent.

If your application is successful, your data will be kept and transferred to the systems we administer for employees. We have a separate privacy notice for employees, which will be provided to you.

K) AUTOMATED DECISION MAKING Automated decision-making means making decisions about you using no human involvement e.g., using computerised filtering equipment. No decision will be made about you solely based on automated decision-making (where a decision is taken about you using an electronic system without human involvement) which has a significant impact on you.

L) YOUR RIGHTS You have the following rights in relation to the personal data we hold on you:

- a) the right to be informed about the data we hold on you and what we do with it;
- b) the right of access to the data we hold on you. We operate a separate Subject Access Request policy, and all such requests will be dealt with accordingly.
- c) the right for any inaccuracies in the data we hold on you, however they become known, to be corrected. This is also known as 'rectification;'
- d) the right to have data deleted in certain circumstances. This is also known as 'erasure;'
- e) the right to restrict the processing of the data.
- f) the right to transfer the data we hold on to you to another party. This is also known as 'portability;'
- g) the right to object to the inclusion of any information.
- h) the right to regulate any automated decision-making and profiling of personal data.

In addition to the above rights, you also have the unrestricted right to withdraw consent, that you have previously provided, to our processing of your data at any time. Withdrawing your consent means that we will stop processing the data that you had previously given us your consent to use. There will be no consequences for withdrawing



your consent. However, in some cases, we may continue to use the data where so permitted by having a legitimate reason for doing so.

If you wish to exercise any of the rights explained above, please contact Sue Northrop, Founding Director, and CEO. Sue@dfel.org.uk, Tel: 07727883881

M) **MAKING A COMPLAINT** - If you wish to make a complaint please contact Sue Northrop, Founding Director, and CEO. Sue@dfel.org.uk, Tel: 07727883881

N) **DATA PROTECTION COMPLIANCE**

Our Data Protection Officer is Sue Northrop. E mail: sue@dfel.org.uk Mobile: 07727883881