**Administrator Job Description**

**Location: Homeworking (with some travel within Scottish Borders)**

**Reports to: CEO**

**Salary: £26,000 per annum pro rata (actual pro rata salary £18,571)**

**Hours/Contract: 25 hours per week / Permanent Contract**

**Main Purpose:**

The Administrator will be responsible for supporting the smooth and effective administration of Relationships Scotland Borders (RSB) services and providing a first point of contact for queries from families, local solicitors and other agencies across the Scottish Borders, as well as supporting the CEO with the smooth running of RSB services.

**Key responsibilities:**

**Client Co-ordination**

* Be the first and main point of contact through the client on-boarding process, responding to initial enquiries, liaising with referrers arranging appointments and liaising with Practitioners
* Ensure that all client data is accurately recorded, maintained and updated in accordance with agreed systems and processes
* Work collaboratively with Practitioners providing administrative support for clients
* Actively participate in client reviews and feedback surveys, ensuring that the clients can input their views and experiences
* Working collaboratively with the CEO to ensure consistency of systems and processes

**Financial & Invoicing**

* Arrange payments for services with local solicitors and/or clients
* Create invoices and manage/chase outstanding payments
* Record invoices and payments on Freeagent finance system
* Ensure that financial procedures are followed and that financial information is

prepared on time.

**Client Services Coordinator**

* Ensure that all client data is accurately recorded, maintained and updated in accordance with agreed systems and processes
* Work collaboratively with the team to update and maintain relevant paperwork.

**General Administration**

* Ensure all attendance logs and appointment paperwork are updated
* Monitor and respond to the team’s mailbox and phone enquiries.
* Provide suitable case studies, testimonials, feedback and data reports to CEO
* Responsible for social media updates

**Client Services Coordinator Person Specification**

**Knowledge and Skills**

* Experience of maintaining databases
* Excellent IT skills using a range of MS packages (including Excel, Word & Microsoft 365)
* Experience of credit control and producing and monitoring of invoices
* Experience with managing social media platforms (Facebook)
* Appointment booking experience useful
* Excellent verbal and written communication skills
* Strong personal organisation and co-ordination skills
* Understanding of dealing with vulnerable people and the ability to support clients

**Experience**

* Previous administration experience of at least 5 years
* Ability to manage competing priorities and meet deadlines
* Ability to follow processes and procedures and adherence to RSB policies
* Understanding of family breakdown and the impact on those affected by it
* Experience of working within the Third Sector, legal or statutory organisations
* Experience and knowledge of law firms, third sector and other partners based across the Scottish Borders

**Personal qualities**

* Energetic and action orientated with a ‘can-do’ attitude
* Good interpersonal and listening skills
* Willingness to learn and develop in the role
* Resourceful and confident in using own initiative /ability to work without close supervision
* Highly organised with a professional approach
* An active team member, responsible and self-motivated
* Flexible and non-judgemental approach to people and work
* Ability to deal with information in a confidential and sensitive manner
* Committed to the work of RS Borders
* Must be based in Scottish Borders and have a good understanding of local services

**Qualifications**

* Educated to at least National 5, Highers or above
* Business qualification desirable (ie HNC/HND in Business Studies)

**Benefits:**

* A supportive and friendly working environment
* Opportunities for professional development
* The chance to make a meaningful impact on people's lives
* Generous annual leave allowance
* Company pension scheme
* 100% working from home role with occasional travel to attend meetings

**Overview of Terms of Employment & Benefits**

Salary: £26,000 pa pro rata (£18,571)

Pension: Employer Pension contribution of 5% of salary

Contract: Permanent

Location: Homeworking, with some occasional travel within the Borders

**Working hours**: a normal working week is 25hrs, Monday to Friday 5hrs per day. Although some flexibility of working hours may be required and given the nature of Relationships Scotland Border’s (RSB) services, working on Saturdays may be required from time to time, time off in lieu will be granted.

**Probationary period**: There is a probationary period of 6 months for new employees, with

reviews at 3 months and 6 months. RSB may extend this period of probation if necessary.

**Notice periods**: During the probation period, the notice period will be 4 working weeks.

After the probationary period, the notice period will be 8 working weeks.

**Holidays**: Annual holiday entitlement is 25 days, pro rata for part time posts. In addition to annual holiday entitlement, you are entitled to additional bank holidays. You will be expected to use 2 weeks of your annual leave entitlement over the Xmas period, when the service is closed.

**Sickness absence**: Full salary for the first 20 days; half salary for the next 20 days.

Subsequent absences SSP entitlement only until return to work.

**Pension**: You will be auto enrolled into RSB’s workplace pension (8% employee contribution & 5% employer contribution).

**To Apply:**

Please send your CV and a written statement explaining how you meet the full person specification and what you will bring to this exciting role and RSB, to **ceo@rsborders.org.uk** by 13th April 2025.

You must provide us with evidence in your application which demonstrates that you meet the level of competence required, as well as meeting any of the qualifications, skills or experience defined.

Successful appointment to this post will be subject to satisfactory references and a Disclosure Scotland PVG check. Having a criminal record will not necessarily prevent an individual from working for RSB.

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