

## JOB PURPOSE & CORE DETAILS- To:

1. Ensure the provision of effective administration functions required by the service/department, and ensure accurate completion of tasks within timescales.
2. Line manage administration and auxiliary staff within the service/department as appropriate.
3. Work to the service/department's and organisation's aims and values and promote the citizenship of the people we support.
4. Work to the company's values - ***Because People Matter***
5. Undertake any other duties or responsibilities as may be deemed appropriate to the post by the Service/Department Manager (or nominated deputy).

## MAIN DUTIES AND RESPONSIBILITIES

### Provide effective administration support – To:

- Oversee the effective provision of, and perform (where necessary) general reception duties:
  - Providing first point of telephone and face-to-face contact,
  - Ensuring all staff and visitors sign in and out,
  - Dealing with general enquiries and,
  - Keeping the reception/entrance area tidy.
- Ensure the maintenance and retention of effective records of all service users and visitors to the Service/department as appropriate.
- Oversee and be responsible for the opening and redirection of incoming and outgoing mail for the service/department, and logging of mail.
- Oversee and be responsible for producing letters, email correspondence, presentations, reports, photocopying, faxing and printing for the service/department.
- Oversee and be responsible for the maintenance of effective filing, archiving and retention systems.
- Devise and oversee office and admin systems in support of functions within the service/department as appropriate.
- Ensure the effective maintenance and ordering of office stationery supplies.
- Oversee and be responsible for the financial transactions of the service/department as appropriate;
  - Responsible for petty cash and submitting returns,
  - Processing financial transactions on Pegasus, and
  - Administration and processing of service user finances.

- Assist the Service/Department Manager with budget monitoring and management where required.
- Ensure the effective processing of HR, recruitment and payroll information.
- Input data, collate statistics, and produce and analyse reports.
- Be responsible for the effective provision of monthly submissions to Head Office e.g. absence returns, recruitment paperwork, service user data etc.
- Participate in in-service/departmental meetings, prepare paperwork and produce notes/minutes.
- Co-ordinate elements of communications within the service/department.
- Assist with organising events e.g. stakeholder days, fundraising etc.
- Be responsible for organising building maintenance where required.
- Monitor security equipment and instigate any action where required.
- Be responsible for promoting positive team working within the wider admin team.
- Participate in and contribute to the wider Administration Team as required.
- Participate in and contribute to organisational work and purpose on a national or strategic level as required.
- Be responsible for carrying out specific tasks to deadline.
- Work with significant autonomy/independence as required.
- Be responsible for own practice and that of directly managed staff.
- Maintain confidentiality at all times.

#### **Interactions with other people – To:**

- Liaise with service/department management team to ensure that all admin requirements are being met.
- Work effectively with the service/department management team.
- Contribute to presenting a welcoming and positive environment for staff and visitors alike.
- Act in accordance with direct instructions from the Service/Department Manager or other senior colleague.
- Provide and assist with on-the-job training.
- Assist with service user matters where appropriate.
- Immediately report any breaches of security to the Service/Department Manager on duty as appropriate.
- Liaise with landlords and contractors on behalf of service users and the Service/Department Manager regarding repairs and routine maintenance of properties owned by Turning Point Scotland or premises occupied or attended by service users in the course of their supports.
- Be aware of health and safety and contribute fully to keeping the work environment, community, people who use services, and yourself safe.

**Leadership – To:**

- Line manage more junior administration staff where required.
- Line manage auxiliary staff where required.
- Provide support and/or mentoring for other administration staff
- Provide buddying or informal coaching to new staff.
- Continuously contribute to service/department development and improvement.
- Positively contribute towards Turning Point Scotland at a local and organisational level.
- Appropriately challenge oppressive or potentially abusive behaviours or practices and report any concerns quickly to senior colleagues.

**RESOURCES MANAGEMENT – To:**

- Be familiar and comply with Turning Point Scotland's Finance policies and procedures.
- Comply with Turning Point Scotland's Property and Equipment policies and procedures.
- Share information gathered during the course of work appropriately and as directed with other professionals within and outwith Turning Point Scotland in compliance with the Data Protection Act and regulatory authorities' and other legal requirements.
- Maintain accurate and up-to-date time sheets which can be relied on by the Service/Department Manager for billing purposes and statistical reporting etc.
- Minimise expenses incurred by the Turning Point Scotland in the course of providing supports.

**PROFESSIONAL PRACTICE – To:**

- Participate purposefully in and take advantage of the opportunities for discussion afforded by Turning Point Scotland's staff supervision and annual appraisal scheme.
- Be responsible for your own good practice and for the promotion of good practice among colleagues.
- Work to maintain effective working relationships with colleagues and create a positive atmosphere for service users which is free from conflict.
- Report concerns about practice or conduct issues to the Service/Department Manager (or nominated deputy).
- Attend all mandatory training in order to demonstrate continued fitness to practice safely.
- Attend training which has been identified by the Service/Department Manager (or nominated deputy) as being necessary to provide you with the necessary skills to undertake the duties and responsibilities of your post.
- Be responsible for your own continuous professional development and identify any perceived 'gaps' in your knowledge which require to be addressed through training, or other means to the Service/Department Manager (or nominated deputy).
- Assist with the on-the-job induction of new starts within the service/department, and demonstrate good practice at all times in this regard.
- Ensure that you can demonstrate your continued suitability to work in contact with vulnerable adults or children by completing an Application for an up-to-date Disclosure for the relevant disclosure scheme, on a 3-yearly basis or as required.

- Be familiar and comply with Turning Point Scotland's Human Resources and Training policies and procedures.

## **HEALTH & SAFETY – To:**

- Support the Service/Department Manager in the management of risk within the service/department (where required).
- Work to ensure a safe environment is maintained even for those with the most complex and challenging behaviour, in line with support plans and risk assessments (where required).

	<b>ESSENTIAL CRITERIA</b>	<b>DESIRABLE CRITERIA</b>
<b>Education &amp; Qualifications</b>	E1 An ability and willingness to work towards an SVQ3 in Business Administration or equivalent	D1 An SVQ 3 in Business Administration or equivalent
	E2 Experience of Office Administration.	D2 Experience of supervising staff.
<b>Experience</b>	E3 Experience of financial administration, including basic book keeping, income and expenditure, budget management, accounts, reconciliation and cash handling.	
	E4 Be computer literate with advanced working knowledge of Microsoft windows based programmes.	
	E5 Ability to take minutes	
<b>Skills and knowledge</b>	E5 Demonstrate ability to organise in order to establish and maintain effective office administration systems.	
	E6 Have proficient word processing skills.	
	E7 Have ability to keep up to date in new technology as part of self development.	
	E8 Ability to plan and manage own work and meet deadlines.	