

## JOB PURPOSE & CORE DETAILS – To:

1. Support the provision of effective administration functions required by the service/department and ensure accurate completion of tasks within timescales.
2. Work to the service/department's and organisation's aims and values and promote the citizenship of the people we support.
3. Work to the company's values - ***Because People Matter***
4. 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:

- Perform 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.
- Maintain and retain effective records of all service users and visitors to the service/department as appropriate.
- Be responsible for the opening and redirection of incoming and outgoing mail for the service/department, and logging of mail.
- Be responsible for producing letters, email correspondence, presentations, reports, photocopying, faxing and printing for the service/department.
- Maintain effective filing, archiving and retention systems.
- Devises admin systems in support of functions within the service/department as appropriate.
- Maintain and order office stationery supplies as required.
- Maintain effective office systems.
- Be responsible for the financial transactions of the service/department as required;
  - Responsible for petty cash and submitting returns,
  - Processing financial transactions on Pegasus, and
  - Administration and processing of service user finances.

- Process HR, recruitment and payroll information.
- Input data, collate statistics, and produce and analyse basic reports.
- Be responsible for the 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.
- Assist with organising events e.g. stakeholder days, fundraising etc as required.
- Support with organising building maintenance as required.
- Support with the monitoring security equipment and instigate any action as appropriate.
- 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.
- Responsible for carrying out specific tasks to deadline.
- Work with significant autonomy/independence as required.
- 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.
- Assist with on-the-job training where appropriate.
- 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:**

- Provide support and/or mentoring for other administration staff where appropriate.
- Provide buddying or informal coaching to new staff where appropriate.
- 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.

		<b>Essential Criteria</b>		<b>Desirable Criteria</b>
<b>Education &amp; Qualifications</b>	E1	Qualified by experience and committed to achieving the relevant qualification		SVQ level 3 in business administration/HNC or equivalent qualification
<b>Experience</b>	E2	Experience in general administration	D1	Experience in cash handling and reconciliation
	E3	Experience of using a range of admin procedures and systems	D2	Experience of prioritising and diary management of a busy workload to ensure delivery to schedule
<b>Skills And Knowledge</b>	E4	Computer literate with a working knowledge of Microsoft Windows based programs	D3	Database input
	E5	Word Processing skills	D4	Minute Taking
	E6	Good level of literacy, accuracy and presentation in all type written and other written work		
	E7	Good written and verbal communication skills		
	E8	Good telephone manner	D5	Ability to be first point of contact for queries and complaints raised by phone
	E9	Ability to work on own initiative as well as part of a team.		
<b>Other Requirements of the post</b>	E10	Flexibility in carrying out any other duties that may be required by the organisation	D6	Ability to occasionally work outside normal office hours if required
	E11	An understanding of confidentiality issues and data security		
	E12	Must be able to demonstrate a shared commitment to TPS values and principles		
	E13	Ability to communicate well with a wide range of people including people that use the service, visitors to the service and our employees	D7	Ability to deal with challenging situations and problem solve