



JOB DESCRIPTION

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| 1. | Job Title | Admin Assistant |
| 2. | Location | First Floor Offices, Inverness Ice Centre, Inverness, IV3 5SR |
| 3. | Reporting Lines | Deputy Manager |
| 4. | Hours of Work | 16 |
| 5. | Salary | £10.95 per hour |
| 6. | Job Purpose | To provide effective clerical and admin support to Advocacy Highland. |

Main duties and responsibilities

- ❖ To provide effective and efficient clerical and administration support for the Advocacy Highland team, and other users of Advocacy Highland.
- ❖ To act as a welcoming first point of contact for people seeking support from Advocacy Highland via telephone or email.
- ❖ Dealing with general enquiries in person, by telephone and by email.
- ❖ To take referrals from the general public and professionals and disseminate promptly to all Area Co-ordinators. To maintain clear records for this purpose.
- ❖ To understand data protection and have a respect for confidentiality and to implement the company policy in this regard.
- ❖ To log and distribute all mail to and from the organisation.
- ❖ To collate and record staff training records, feedback, and other operational records.
- ❖ To be responsible for setting up and maintaining clear systems regarding supplies, purchasing and maintenance of equipment.
- ❖ To be responsible for maintaining and distributing Petty Cash.
- ❖ To assist with collating data using our database and producing high quality documents e.g. reports, presentation materials, statistical information.
- ❖ To assist with organising and participate in board meetings, staff meetings, other meetings and conferences as required and to accurately take a record of each meeting. Being responsible for the distribution of such records to all attendees and other relevant parties.
- ❖ To assist with implementation, monitoring and evaluation of service standards for the operation of Advocacy Highland.

- ❖ To assist with the administration of IT for the organisation and to be responsible for maintaining the company website and social media in conjunction with other staff and under direction of the Deputy Manager.
- ❖ In conjunction with the Deputy manager, gather and check all relevant information in preparation for monthly payroll.
- ❖ To undertake training relevant to the post as required.
- ❖ To undertake any other reasonable duties as required after discussion with your Line Manager.
- ❖ As a team member, the post holder will also be expected to contribute to the overall development of our advocacy service for the Highlands.

This job description is open to review by the organisation at any time. This might include an increase to the working hours stated or increased responsibilities.

Job descriptions will be reviewed with post holders at regular interviews. Changes may be negotiated to reflect learning gained from direct practice experience.

Accountability and support

The Admin Assistant is accountable to the Deputy Manager, who will provide support and supervision.

Salary

The starting Salary is £10.95 per hour.

Annual increments and cost of living pay awards will be awarded only where funding is available.

The post is currently funded for 1 year, subject to review.

A closing date for applications will be called when a suitable number of applications have been received. Please contact Advocacy Highland for more information.



Admin Assistant

Person Specification

In order to provide effective clerical and admin support to Advocacy Highland the post holder should be able to demonstrate:-

	ESSENTIAL REQUIREMENT	DESIRABLE REQUIREMENT
Qualifications	• Good general education to Higher/A-level or equivalent.	• European Computing Driving Licence Qualification.
Knowledge/Skills & Experience	• Previous experience of working in a busy office environment. • Experience of MS Office including Word, Excel, and Outlook. • Experience using various office equipment. • Experience of both physical and digital filing systems. • Experience of record keeping and basic report writing.	• Experience of working with community groups and volunteers. • Experience of working with older people or people with mental ill health, ASD or learning disabilities. • Minute taking and meeting organisation skills.
Personal Qualities	• Excellent communication skills, good interpersonal skills, a positive attitude and the ability to communicate with a diversity of people. • Good organisational skills and the ability to work on own initiative. • Self-motivation with an ability to prioritise and organise work under pressure. • Ability to work flexibly across a range of different tasks and to operate as part of a team. • Ability to work confidentiality and sensitively.	• An ability to explain independent advocacy. • Understanding of GDPR legislation and data protection.