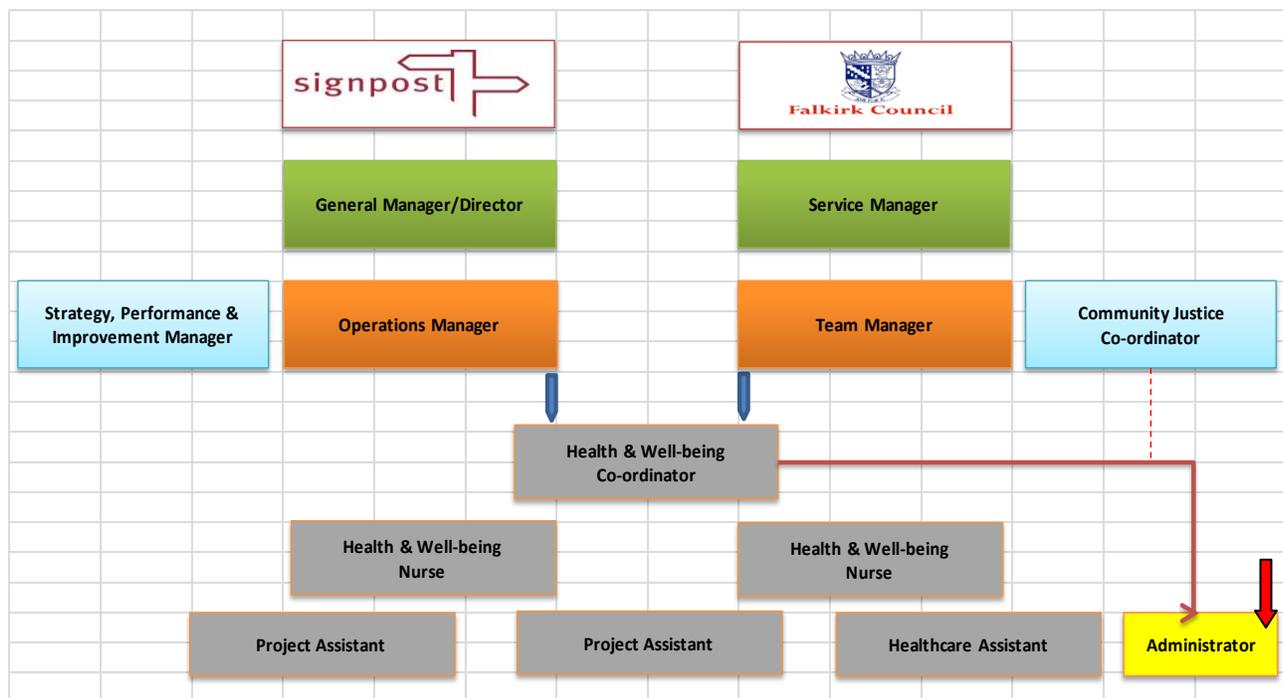


access to; and ability to engage in, volunteering, training, courses, further learning and employment.

The role of the Administrator - TIOP will be to underpin the work of the operational staff deployed to the Project by providing a broad range of administrative support functions, setting up and maintaining efficient administration and recording systems as required both locally and by the wider organisation.

The post will be primarily based on the Brockville Falkirk Criminal Justice Social Work site; however, the post holder may be expected to work at any of our operational bases in accordance with the exigencies of the project and/or wider organisation. This post requires a high degree of communication and organisational skills due to the duties involved.

3. PROJECT STRUCTURE & REPORTING CHART



4. KEY DUTIES AND RESPONSIBILITIES

- To record confidential data and maintain statistical information concerning the work of the Tackling Inequalities & Improving Outcomes Project and Signpost Recovery using Microsoft Office applications (Word; Excel) and the specific systems utilised by the host organisation;
- To undertake standard office administration duties including reception, filing, minuting meetings and the processing of incoming and outgoing mail;
- Administer, collate and process TIIO Project referrals;
- To log incoming calls and pass on messages appropriately;
- To maintain the office diary and organise appointments and meetings accordingly;
- Communicating a range of information to appropriate recipients;
- Developing, improving and maintaining office systems;

- To provide administrative support to the Health & Well-being Co-ordinator, Health & Wellbeing Nurses, Project Assistants, Healthcare Assistant and other staff as required;
- To support the Health & Wellbeing Co-ordinator with the administrative data needed for the completion of the performance reports that are required to meet our obligations to the funding partners and/or key stakeholders;
- Actively progress one's own continuous professional development whilst ensuring your own regular updating of knowledge, skills and learning. This includes participation in your own supervision, performance review and appraisal in accordance with Signpost Recovery policy;
- To be aware of and committed to the Health and Safety policies and procedures of Falkirk Council and Signpost Recovery whilst also adhering to information arising from Health and Safety Risk Assessments and other processes associated with Safe Systems of Work;
- To be committed to the equal opportunities and diversity policies of Signpost Recovery and Falkirk Council and to communicate effectively with service users from a diverse range of backgrounds; and
- To undertake any additional and appropriate functions as required. Any additional duties will normally be to cover unforeseen circumstances or changes in work, and will usually be compatible with the regular type of work. If an additional task or responsibility becomes a regular or frequent part of the job, it will then be included in the job description following consultation with the post holder.

5. COMMUNICATIONS AND WORKING RELATIONSHIPS

As a representative of Signpost Recovery, and in the course of your work, you will be expected to conduct yourself in a professional manner and consistently demonstrate a high level of effective communication and interpersonal skills with regard to your interactions with others e.g. members of the public, staff from other services, colleagues and more senior staff within the partnership. You will work closely with and co-operate with other members of staff within the organisation to ensure the delivery of a high quality service that supports the operational expectations of our services. You will be assigned a line manager and/or point of contact and they will monitor, support and supervise your work and will be your direct line of contact for any issues arising from your work.

6. PERSON SPECIFICATION

JOB TITLE	ADMINISTRATOR – TIIO PROJECT	
AREA	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> - Educated to HNC level in an appropriate administrative subject 	<ul style="list-style-type: none"> - ECDL; - First Aid Training.
Work Experience	<ul style="list-style-type: none"> - Previous administration experience in a busy operational environment - Considerable experience as an administrator, preferably in a busy 'Third Sector' organisation. 	<ul style="list-style-type: none"> - Experience of working with confidential work. - Experience of

JOB TITLE		
ADMINISTRATOR – TIIO PROJECT		
AREA	ESSENTIAL	DESIRABLE
	<ul style="list-style-type: none"> - Minute-taking experience. - Word processing documents, reports and letters. - Creating and maintaining complex file systems. - Using an office telephone system/ taking messages/ forwarding calls etc. 	<ul style="list-style-type: none"> - writing administrative procedures. - Designing a new office system.
Knowledge	<ul style="list-style-type: none"> - Good level of IT knowledge including ability to use word, spreadsheets, presenting data and utilise email applications. - An awareness of personal responsibility in relation to health and safety. - A good comprehension of the principles of confidentiality in relation to health and social care type service provision and care management. 	<ul style="list-style-type: none"> - Role and ethos of statutory and voluntary sectors.
Skills	<ul style="list-style-type: none"> - Good analytical, problem solving, decision making abilities and application of judgement to find solutions to administrative problems. - Strong numeric skills. - Self-directed ability to manage own workload, and plan, organise and prioritise workload to meet strict deadlines. - Ability to work unsupervised and under own initiative. - 	<ul style="list-style-type: none"> - Competent in the use of Microsoft Power Point and Access.
Manner	<ul style="list-style-type: none"> - Smart appearance. - Confident and positive approach in communicating with clients and employees at all levels. - Positive 'can do' attitude. - Flexible. 	
Other (Specify)	<ul style="list-style-type: none"> - Ability to work on own initiative as well as part of a team. - Driving Licence 	

7. PVG / DISCLOSURE INFORMATION

Signpost Recovery complies fully with the Disclosure Scotland Code of Practice, issued by Scottish Ministers, in connection with the use of information provided to registered persons and other recipients of information by Disclosure Scotland under Part V of the Police Act

1997, or the Protection of Vulnerable Groups (Scotland) Act 2007 for the purposes of assessing applicants' suitability for positions of trust. Therefore Signpost Recovery has determined that this post is classed as undertaking duties that must be covered by the successful candidate having applied for a satisfactory- **Standard Disclosure**.

Furthermore, should you fail to complete your probationary period, you will be expected to meet the cost of Signpost Recovery applying for and administering their Disclosure application. Whilst this is subject to pricing beyond that of our control and may rise at any time, the cost for the administration and fees associated with a standard disclosure is £25.

8. JOB DESCRIPTION & PERSON SPECIFICATION – AGREED BY POST HOLDER

The above duties and responsibilities are intended to represent current priorities and are not meant to form a conclusive list. The post holder may, from time to time, be asked to undertake other reasonable duties.

Any changes will be made in discussion with the post holder and in the light of service needs.

I hereby understand and agree to the information contained within this document.

Signature of Employee:Date.....

Signed on Behalf of the Employer:Date.....