



JOB DESCRIPTION

POST:	Administrative Support Assistant
RESPONSIBLE TO:	Contract Co-ordinator
SALARY:	Starting at £17,579 with progression to £19,759 per annum (pro rata for part time)

Children 1st, VISION and VALUES

Our vision is that children in Scotland will be safer, will grow up in strong, resilient families and will have access to early help and support when they need it. They will have their rights protected in all areas of their lives. Prevention of harm to children, stronger, more resilient families and communities, greater respect for children's rights and strong partnerships and community engagement will be our measure of success.

Our core values guide how each one of us works in our individual day to day job:

- Respect - Treating everyone with respect and fairness
- Integrity - Being responsible and accountable
- Participation - Involving others in our work
- Excellence – Striving for the highest possible standards

GENERAL ROLE

The post holder is required to provide a broad range of administrative support functions to the Safeguarders Panel Team to ensure strong delivery of all aspects of the service contract.

KEY RESULT AREAS

- To provide a comprehensive administrative support to the team and service including monitoring inbox; co-ordinating diaries; minute taking; organising meetings; scanning; filing; formatting and opening mail as required.
- To support the administration required to maintain the performance monitoring framework including the creation, maintenance and updating of confidential records and files; data entry; opening & closing of allocations;

input of expenses information, using MS Office applications (i.e. Word, Excel) and systems specific to Children 1st (i.e. IIMS).

- To support the administration of fees and expenses; organising travel and accommodation for Safeguarders and where appropriate staff.
- To support the Contract Co-ordinators in the strong delivery of the contract by organising training, events and support sessions and supporting the recruitment of Safeguarders.
- To provide administrative support to local staff and volunteers as required.
- To support administrative processes for the allocation of Safeguarder appointments, meeting contractual obligations.
- To ensure all information is secured and managed sensitively by effective compliance with Children 1st data protection, confidentiality, and information sharing policies and related legislation.
- To assist with the maintenance of data systems to produce statistical reports and support Contract Co-ordinators in the strong delivery of the contract.
- To handle enquires from staff and external contacts at all levels, including providing cover for frontline reception services, responding to and fielding telephone calls as appropriate.
- To order and maintain stationery and other office supplies.

ADDITIONAL RESPONSIBILITIES

- To be committed and adhere to Children 1st vision, mission and values.
- To comply with Children 1st code of conduct (All Children 1st staff) and Codes of Practice for Social Service Workers and Employers (specific to Children and Family Services Divisional staff).
- To actively consider the involvement of children, young people and families with whom we work, in all areas of practice and to implement the Children 1st Participation Standards.
- To actively consider the involvement of volunteers in all areas of our work and to implement the Children 1st Volunteer Development Policy.
- To observe all health and safety requirements.
- To work within and promote policies in relation to Equal Opportunities and anti-discriminatory practices.

Any additional duties will normally be to cover unforeseen circumstances or changes in work, and will usually be appropriate and compatible with the regular type of work. If an additional task or responsibility becomes a regular or frequent part of the job, it will be included in the job description in consultation with the post holder.



PERSON SPECIFICATION

POST: ADMINISTRATIVE SUPPORT ASSISTANT

AREA	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • Good standard of education 	<ul style="list-style-type: none"> • SVQ3 or above in administration/office administration or related i.e. Advanced ECDL
Experience	<ul style="list-style-type: none"> • Previous experience in an Administrative role • Minute taking • Electronic and paper-based records/file management experience • Previous experience of organising training or other similar events • Team working in a corporate environment • Ability to prioritise tasks and work to tight deadlines • Ability to make links between pieces of work/requests 	<ul style="list-style-type: none"> • Knowledge of the Children’s Hearings System • Voluntary sector work or volunteer experience • Working within a given budget and coding invoices • Experience of working with confidential work

Skills	<ul style="list-style-type: none"> • Well developed organisational skills • High level of accuracy and attention to detail • Excellent administrative and secretarial skills • Competent level IT skills (full Microsoft Office Suite - Word, Excel, PowerPoint etc, Email, Internet) • Excellent typing and word processing skills • Excellent communication and interpersonal skills • Ability to use own initiative in course of job and work with minimum supervision • Ability to adopt a flexible approach in response to new challenges • Ability to work under pressure • Discretion and understanding of confidentiality 	
Other	<ul style="list-style-type: none"> • An awareness of and interest in the work of Children 1st • A commitment to Children 1st vision, mission and values • Commitment to and understanding of the principles of participation • Understanding of and commitment to the principles of involving volunteers • Commitment and promotion of equal opportunities and anti-discriminatory practices at work • Awareness of personal responsibility in relation to health and safety 	