



**Place of Work:** Trojan House, Phoenix Business Park Paisley, PA1 2BH

**Line Managed by:** Managing Director

**Salary:** £23,000-£29,000 (Depending on experience)

**Hours of Work:** 40 hours a week with paid lunch

hour

**Job Purpose**

To provide comprehensive, effective and efficient administrative business support for the organisation. Primarily supporting Residential, Education, Training and Senior Management.

**Main Responsibilities**

**Supervisory Responsibilities**

* Shared line management responsibility for the Senior Support Services Officer including having a full awareness of the role undertaken by this employee including vehicle booking systems, website maintenance etc.

**Senior Management Support**

* Receive and effectively distribute referral calls to appropriate management and manage accurate logs of statistics based on referral information.
* Effective organisation of meetings and diary management, accommodation/travel booking for SMT.
* Have an awareness of SMT information requirements and provide statistics, reports and information as requested so as to incorporate into business planning.
* Compile regular information for Education Scotland census, SCIS, local authorities, training reports and large scale tenders.
* Research contacts for referral improvements in various sectors.
* Providing update to Parent company on starters and leavers weekly

**Administration support for Residential and Education Services**

* Managing a database of young persons information ensuring a very accurate record exists.
* Ensuring confidentiality of YP information in line with Data Protection and new GDPR requirements following policies as required.
* Recording all YP information accurately in order to provide reports and statistics for staff and external professionals who deal with the YP e.g. attendances/addresses/exam results/Local Authority statistics
* Creation and monitoring of the completion of quarterly monitoring forms within the Services for specific Local Authorities working with Residential Managers and Head Teachers to ensure these are sent within timescales.
* Ensure tracking and recording of all Safe Hold and Serious Incident forms, ensure accurate completion and safe storage.
* Ensure every YP has an allocated Scottish Candidate Number and that their details are up to date and accurate on SQA website. Relaying these numbers to the school for exam registration.
* Providing packs/Marketing materials, brochures etc for local authorities/parents and any other parties as and when required.
* Assist with home set up e.g. bin contracts, Rentokil, Viking accounts etc as required
* Requesting Individual Placement Agreements (IPAs) from Local Authorities to ensure that they are signed and in place for every YP and sharing these with the residential homes/schools once finalised
* Communicate with Residential Homes and schools on an ongoing and regular basis to ensure that an accurate account of the YP occupancy is compiled in order to track occupancy accurately, project and plan financially.
* Accurately record details of current YP leavers and track leavers destinations.
* All other administration and facility tasks as suitable and as requested

**Training Management**

* Planning training courses to cover the needs and requirements of the organisation and local demands
* Liaising with internal and external trainers to book in courses
* Maintain the central shared training calendar and Trojan Boardroom calendar
* Booking external venues as and when required
* Booking accommodation as and when required
* Maintaining the Myrus Careshield Training System which records all staffs training and their requirements and is the booking system for all staff training
* Budgeting for training costs throughout the year and seeking approval from Parent Company Caretech prior to any expenditure
* Reporting on training as and when required

**Professional first point of contact for the Organisation**

* Good knowledge and understanding of all services
* Awareness and adherence of company policy and procedures, employee handbook and Vision and Aims.
* Promoting a positive first impression of the Company.
* Professional manner answering phones.
* Meeting and greeting visitors, ensuring signed in for fire safety and security reasons.
* Effectively communicating with external customers, communicating and distributing calls as appropriate.
* Dealing with complaints effectively and professionally and recording these.
* Active participant in action plans, improvement plans and strategic development plans in line with organisational goals.
* Responding to requests, internal surveys etc.
* Duty to uphold Health & Safety within the workplace

**Office Responsibilities**

* Ensure sufficient goods and stationery supplies throughout HQ
* Responsibility for keeping building safe, welcoming and inviting including maintaining daily, weekly and annual fire checks and fire paperwork including fixed wire testing, emergency lighting, PAT Testing, extinguisher check paperwork and all other paperwork required to keep building safe.
* In charge of accident reporting at HQ
* Managing meeting lunch requests as and when required
* In charge of HQ Admin and training office budgeting, petty cash float and Finance reporting
* Train as First Aider for the building
* Train as Fire Warden for the building

**Continuing Professional Development**

* Attendance at identified and mandatory training
* Responsibility for maintaining and managing your own training profile.
* Active participant in supervision and appraisal and any identified development needs.

**Other Requirements:**

* The post holder may be reasonably expected to undertake other duties commensurate with the level of responsibility that may be allocated from time to time.





|  | **Essential** | **Desirable** |  |
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| **Education and Qualifications** | 1. Educated to Higher Grade or equivalent | 1. Educated to degree level or equivalent | Application form, certificate check |
| **Experience** | 1. Experience within a busy office environment | 1. Experience in the care sector in a similar role | Application form, references and interview |
| **Skills/Ability/ Knowledge** | 1. Using own initiative 2. Working independently Excellent organisational skills 3. Good working knowledge of Microsoft packages especially Microsoft Word and Excel 4. Good oral and written communication skills 5. Flexible approach to work 6. Ability to prioritise own workload 7. Ability to keep all information confidential at all times | 1. Knowledge of Children’s Hearings and the various education and social work authorities | Application form, references and interview |