



Involving you to improve health and social care

# Job Description and Person Specification

<b>Closing Date:</b>	Wednesday 31 January 2024
<b>Post Title:</b>	Administrator – Borders Care Voice Learning Network
<b>Location:</b>	Galashiels
<b>Responsible to:</b>	Chief Officer, Borders Care Voice
<b>Salary/Rate Of Pay:</b>	Salary £21,259 - £22,893 pro rata (actual salary for 18 hours £10,933 – £11,773)
<b>Hours/Work Pattern:</b>	Part Time – 18 hours a week, worked flexibly across 4 days Monday- Friday between 8.30am-5pm.
<b>Contract Status:</b>	12 Month contract, renewal ongoing (funding dependent)

## Purpose:

The role of the administrator is to ensure the smooth and efficient running of the Borders Care Voice Learning Network and its activities by:

- Supporting the planning, delivery and evaluation of the training programme
- Providing excellent customer service as a point of contact for clients contacting the Learning Network and Borders Care Voice
- Assisting the staff and trainer team with all administrative requirements
- Helping to ensure all activities are conducted safely, with best use of resources.

## Principal Duties & Responsibilities

- To act as receptionist and main point of contact for the Learning Network and, if required, Borders Care Voice.
- To plan the Learning Network programme in agreement with lead staff, assessing waiting lists for demand, booking trainers, venues, and publishing the final programme.
- To run the booking system for the training programme: maintaining waiting lists, taking bookings and requesting confirmations, issuing official confirmations and certificates of completion. Tracking attendance.
- To liaise with trainers to prepare and supply any training materials required. Set up and organise training venues, including equipment and refreshments.
- To ensure that the Borders Care Voice training room and external training set up function smoothly - checking equipment and furniture is hygienic and operational, arranging repairs/maintenance, and ordering supplies.
- To design and issue evaluation forms, collecting and manipulating data, collating into quarterly reports. Collating other statistics and data as required, for example for annual reports.

- To ensure full compliance with Borders Care Voice Health and Safety policy and support safe working practices of the team and the working environment, including training provided in other venues. To act as First Aider and Fire Warden for 3<sup>rd</sup> Floor.
- To undertake any training required to further develop appropriate skills and knowledge base.
- To be responsible to the Chief Officer and to report back to the Borders Care Voice Board if required.
- Other duties, as identified, to achieve the overall purpose of the post.

**Resource Responsibilities:**

To maintain expenditure for the BCLN training programme and associated costs within agreed budgets.

**Health & Safety Statements:**

**Administrator**

To ensure the overall effective management of health & safety within the area of responsibility, for employees and anyone else affected by the work activities, through the implementation and compliance with health & safety policies, procedures and arrangements.

**Other Employees, Sub-Contractors & Volunteers**

Must take reasonable care for the health and safety of themselves, other employees and anyone else who may be affected by their work activities carried out. Employees shall work in accordance with policies, procedures, information, instructions, and / or training received.

**Board of Borders Care Voice**

The Board and the Chair of Borders Care Voice have overall responsibility for the health and safety of all employees, service users and public attendees at their events.

<b>Person Specification</b>
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Educated to HND level in business/administration or equivalent experience
Training in health and social care issues
Experience of working with people with health and/or social care needs
Experience of working formally with public services and/or the third sector, preferably both
Excellent skills in all aspects of Microsoft Office
Excellent skills in using online evaluation and data platforms
Good knowledge and experience of using monitoring and evaluation tools
Excellent IT and organisational skills
Experience in organising groups, meetings, programmes, events and/or conferences
Excellent interpersonal and communication skills, including written skills
Ability to work on own initiative and as part of a team
Ability to drive/access to car

## **EXPERIENCE**

Successful applicants will have good experience of running learning/training programmes or other programmes of events taking place throughout the year. They will have experience of office management and administration and working on reception or as a first point of contact for an organisation.

## **SKILLS AND KNOWLEDGE**

The successful applicant will be a skilled administrator, able to design and operate administrative and booking systems. They will also be a skilled communicator, able to liaise and clearly communicate with partners and the public to plan, deliver and promote the programme. Excellent overall IT skills are essential to this post, as is knowledge of all Office programmes. The candidate will be able to work as part of a team but equally able to work alone, planning and delivering their own work, whilst responding to requests as they arrive.

## **PERSONAL ATTRIBUTES**

A friendly, approachable and sympathetic manner. Attention to detail. Excellent personal motivation. An interest in health and social care and/or training, learning and skills development.

## **PRE-EMPLOYMENT CHECKS**

### **Essential**

- Confirmation of Right to Work in the UK
- References
- Confirmation of qualifications required to meet the essential criteria on the person specification

### **Right to Work in the UK**

Under the Immigration, Asylum and Nationality Act 2006 – require original documentation confirming legal entitlement to live and work in the UK.

- A Passport/National Identity Card showing you are a British Citizen or an EEA or
- Swiss National or
- a **full** British Birth/Adoption Certificate along with an official document containing your name and permanent National Insurance number
- **or** a passport or travel document endorsed to show that you are allowed to stay in the UK indefinitely or for a limited period of time and are allowed to work is required.

Please note that a Short Birth Certificate and a Driving Licence are not sufficient to show your entitlement to work in the UK.

## OTHER DETAILS

### Disclosure

Under the Rehabilitation of Offenders (Exclusion and Exceptions) (Scotland) Order 2003 to the 1974 Rehabilitation of Offenders Act (ROA) Borders Care Voice is entitled to ask "exempted questions" that require applicants for certain positions to reveal their full criminal history.

This means that all details of criminal convictions, whether they are spent or not, must be disclosed to help the recruiting manager assess the person's suitability for a position of trust.

### **Disclosure**

These "excepted professions" are set out in the Exceptions Order and include:

- certain professions in areas such as health, pharmacy and the law
- senior managers in banking and financial services.

### **Disability Confident Employer**

We actively encourage applications from people living with a disability or long-term health condition. If you declare that you have a disability and demonstrate that you meet all the essential criteria for the post, we aim to offer you an interview. On the rare occasion that there are too many candidates for interview, we will select the disabled candidates who best meet the experience and skills needed for the post. Please let us know if you need any adjustments or arrangements for any part of the recruitment or selection process.



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