**Independent Living Project (Fife)**

**Part of SDS Options Fife delivery**

**Managed by Disabled Persons Housing Service (Fife)**

**Job Description**

**Post Title:** Independent Living Project Administrator

**Post Salary:** £15,825 per annum pro rata

**Hours of Work:** 17.5 hours per week

**Contract Type:** Fixed Term Contract to 31 March 2018

Subject to funder review for on going funding

**Responsible to:** Independent Living Project Co-ordinator

Co-ordinator Disabled Persons Housing Service (Fife)

**Purpose and Objectives of Post:**

The purpose of the Independent Living Project is to ensure that eligible individuals in receipt of self-directed support who wish to consider (or remain) employing their own staff (e.g. Personal Assistant) are assisted with knowledge, skills and confidence to do so.

You will provide a dedicated and consistent high standard of administrative and reception support to our small but dedicated Independent Living Project team. You will use good organisational skills to support all elements of the project work

**Main Tasks and Duties:**

* The provision of excellent customer service at all times.
* The production of correspondence, reports and other paper and online communications.
* Providing administrative support to the Independent Living Project team, including filing, photocopying, scanning, note-taking, dealing with incoming and outgoing mail.
* Filing appropriately and producing paper files, online files and library facilities where needed
* Working to support the staff group whilst mindful of confidential approach for work relating to our Board of Directors and Coordinators.
* Data entry processing, ensuring all data is up to date and accurate.
* Meeting and greeting all colleagues, visitors and clients in a professional manner being a welcoming, first point of contact at our office premises, on the phone and at meetings.
* Answering calls, taking accurate and detailed messages and passing this to the relevant team member in a timely manner.
* Processing and responding to routine emails.
* Utilising methods to appropriately plan and organise your workload over the day, week and month using Google Calendar or similar for planning of events and meetings.
* Managing competing demands of the project, working to tight deadlines when appropriate.
* Effective communication with team members to ensure that they are kept up to date with your workload and achievements.
* Taking responsibility, led by project workers and Co-ordinator, to arrange, confirm and support a variety of events inclusive of training programmes etc.
* Assist with regular surveys, and other collation of customer data to inform the service – for example turning numbers and data from feedback sheets into charts and graphs.
* The administration and regular maintenance of the organisations website and social media channels in line with our branding guidelines.
* The provision of on-going development and effective monitoring of our Social Media channels (including Facebook and Twitter) to ensure increased drive and engagement.
* Production of project materials inclusive of training events, invitations.
* Ensuring the projects database referral system is up to date and accurate at all times, recording new referrals, waiting lists, invites and attendance of training events etc.
* Dealing with invoicing and arranging payments
* Undertake role with a confidential and trustworthy approach at all times.
* Work to uphold and increase the positive reputation of the charity at all times
* Actively seek tasks to complete in order to increase skills and abilities
* Increase knowledge and confidence in self-directed support
* Uphold a person centred and user led approach demonstrating equality at all times.
* Provision of flexibility to ensure adequate cover for the work of the project.
* Cover for other staff as appropriate in times of absence
* Any other duties assocated with this role.

 **Working With:**

* Independent Living Project Co-ordinator
* HR Training Officer
* DPHS(Fife) team including SDS Options Fife and SDS Volunteer Project

**Supervised By:**

Independent Living Project Co-ordinator and where appropriate DPHS(Fife) Co-ordinator.

**Complexity and Creativity:**

The Disabled Persons Housing Service (Fife) is an innovative and demanding expanding initiative which has a significant impact on the lives of disabled people, their families and the statutory authorities in the Fife. The organisation is currently looking at re-branding and all staff will be involved in this, alongside Board members and advisors.

You will be required to communicate effectively with a diverse and wide range of people.

The provision of support which enables disabled people to increase their level of self-control in all aspects of their lives is highly complex. It requires sensitivity, and a confidential approach.

Challenges currently exist around funding of supports for individuals we represent and at all times we deliver our service with a focus on what we CAN do and what makes a difference.

You will be required to take initiative on a wide range of tasks and work as part of a team to ensure we maintain an inclusive approach.

**Person Specification: Independent Living Team Administrator**

**EDUCATION AND QUALIFICATIONS**

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|  |  | **Essential** | **Desirable** |
| **E1** | Significant administration experience within a busy office environment with excellent attention to detail and accuracy. | **✓** |  |

**SKILLS AND ABILITIES**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **Essential** | **Desirable** |
| **E2** | Good interpersonal skills (face to face and telephone); able to build relationships and trust; confident interacting with employees up to director level. | **✓** |  |
| **E3** | Sound knowledge of Microsoft Office including Word, Excel, PowerPoint, MS Office, Access and emails. | **✓** |  |
| **E4** | Ability to work under pressure and to deadlines, multi-tasking and managing multiple projects. | **✓** |  |
| **E5** | Planning and organisational skills; able to establish efficient and appropriate plans for self and others and adapt quickly and effectively to unexpected changes whilst still ensuring objectives are met. | **✓** |  |
| **E6** | Customer service; understands and responds to customer needs (internal and external) and exceeds expectations where possible. | **✓** |  |
| **E7** | Communication and team working; works co-operatively with others to achieve a common goal and communicates information in a clear, concise and accurate manner. | **✓** |  |
| **E8** | Problem solving and decision making; analyses information appropriately in order to find best solutions and takes a balanced view to reach logical conclusions and make relevant decisions. | **✓** |  |
| **E9** | Ability to handle information and data in a confidential manner. | **✓** |  |
| **E10** | Commitment to results; is committed to obtaining results through taking responsibility, demonstrating a positive attitude and ensuring quality is built into work. | **✓** |  |
| **E11** | Enthusiastic with a smart business appearance | **✓** |  |
| **E12** | Willingness to be involved in team tasks and adapt to ongoing changes within an office. | **✓** |  |
| **E13** | Ability to produce high standard of work. | **✓** |  |
| **E14** | Excellent written communication skills including report-writing skills and minute taking skills. | **✓** |  |
| **D1** | Experience of using maintaining database systems |  | **✓** |

**PERSONAL ATTRIBUTES**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **Essential** | **Desirable** |
| **E15** | Professional attitude. | **✓** |  |
| **E16** | Approachable, flexible and proactive nature. | **✓** |  |
| **E17** | A team player who can be left to work unsupervised. | **✓** |  |
| **E18** | Ability to work flexibly to meet the demands of the project as required. | **✓** |  |