

# Administration Assistant

Department	Centre for Excellence for Children's Care and Protection (CELCIS) ( <a href="http://www.celcis.org/">www.celcis.org/</a> )		
Faculty	Faculty of Humanities and Social Sciences ( <a href="http://www.strath.ac.uk/humanities/">www.strath.ac.uk/humanities/</a> )		
Staff Category	Administrative and Professional	Reference No	564437
Reports To	PA to SMT/Administrator	Grade:	4
Salary Range:	£23,144 - £24,533	Contract Type:	Fixed Term for 12 months initially with expected indication of further funding
FTE	1.0 (35 hours/week)	Closing Date	19/11/2023

## Job Advert

**On this occasion we will be unable to accept a CV and would ask that you complete the application form with as much detail as possible to demonstrate your experience.**

We are looking for an administration assistant to join our team at CELCIS, the Centre for Excellence for Children's Care and Protection.

You'll find us a friendly and engaging bunch at CELCIS, caring and compassionate with each other, with a drive to improve and learn, and the passion and determination to make change happen. The administrative work we do in CELCIS is incredibly varied. It is critical work, and our team is at the heart of what makes CELCIS run smoothly so that we can all help to deliver for our children and young people, everyone who cares for them, and care leavers.

This administrative role would suit someone who is highly organised, enjoys working in a fast-paced environment, has excellent communication and interpersonal skills, and is able to build positive working relationships. If planning, prioritising, and multi-tasking is part of your DNA too, then this role is for you.

Our new administration assistant will work with our internal colleagues and our external stakeholders, often providing a first point of contact for the organisation. The postholder will need to be approachable and to be able to work with sensitive and confidential information, and support diary management and data retrieval. As part of the administration team, the postholder will contribute to how we continue to develop and deliver the administration and operations processes for CELCIS, working in collaboration with colleagues to support the effective delivery of our services so that the organisation can meet our aims.

The University is recognised as being people-oriented and our staff have access to a wide range of outstanding benefits, such as: a holiday entitlement of 27 days and 11 statutory days; in-house training and development provider for vocational and non-vocational courses; on-campus nurse; reduced membership at Strathclyde Sport and much more. You can find more information [here](#) about rewards and benefits. Flexibility for blended or hybrid working arrangements (from home, in the office, and travel to work with local partners as required for the role) is available.

Change is happening. Be part of it. Together we can make things better for children, young people and their families.

### About CELCIS

At CELCIS our ultimate goal is simple. We want to make a big difference. All of our work is dedicated to making positive and lasting improvements in the lives and experiences of children living in, and on the edges, of care.

We work in close partnership with carers, social workers, teachers, health professionals, charities, the police, local authorities, and the Scottish Government, sharing our collective skills, knowledge, and expertise to develop the best possible systems and practice for children in and on the edges of care. We always work towards making positive and enduring improvements through our innovative evidence-based implementation approach.

Our real strength is in our people. Team CELCIS are a friendly and skilled group of people who offer a shared commitment to making a real and lasting difference in young lives.

<https://www.celcis.org>

## Job Description

### Brief Outline of Job:

The administration team's remit and work are wide and incredibly varied. The work of the administration team is critical and at the heart of making CELCIS run well and deliver for children and young people, and those who care for them. As a key member of the administration team, the post holder will be involved in a variety of work and support colleagues right across CELCIS to deliver their work. This will involve organising meetings in person and online, note-taking, supporting essential business functions, and contribute to the improvement and implementation of appropriate systems and processes so that we can all work efficiently and effectively.

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### Main Activities/Responsibilities:

1.	Provide a first point contact for the organisation – in person, by email and telephone. Including: managing and maintaining a central mailbox; monitoring a main line phone; responding to enquiries independently and triaging You will have responsibility for, deciding what action is required and when to pass enquiries to others.
2.	Supporting the smooth running of our office base by monitoring and maintaining office supplies and equipment, monitoring facilities and liaising with University Estates for maintenance requirements.
3.	Supporting routine administration processes, such as: raising purchase orders, processing invoices, ordering stationery stock, data entry, filing and typing/formatting documentation.
4.	Support bookings for travel, accommodation, meeting/event spaces and catering.
5.	Providing support for groups/meetings/committees, including diary management, circulating papers, booking requirements for the committee/ meeting (catering, room booking etc), and note taking.
6.	Support the delivery of CELCIS activities and events – both online and in-person – including booking venues, catering, sending joining instructions, preparing materials and resources. For online meetings and events, providing technical support and help to set up and use platforms and functions to have effective, interactive activities e.g. breakout spaces or polls.
7.	Handle sensitive and confidential information in an appropriate manner and ensure records keeping is in line with GDPR requirements.
8.	Directed by colleagues, be responsible for timely information sharing to staff across CELCIS with operational information, such as key dates and main staff distribution lists.
9.	Any other relevant administration duties and tasks.
10.	Promote and support CELCIS' mission, vision, values and principles of governance and by personal example and quality of contribution, promote a culture of continuous improvement.

## Person Specification

### Educational and/or Professional Qualifications

(E=Essential, i.e. a candidate must meet all essential criteria to be considered for selection, D=Desirable)

E1 An HNC/SVQ in a relevant discipline or equivalent relevant administrative experience

### Experience

E2 Experience working in a busy office or administrative environment and balancing competing demands

E3 Proven experience in confidently engaging with a diverse range of partners and situations, with courteous reception/telephone manner

E4 Proven ability to build effective working relationships

E5 Experience in organisation and delivery of meetings (diary management, booking venue, ordering catering, note taking, etc)
E6 Ability to input, assess and retrieve straightforward data
D1 Experience of routine financial tasks (travel, expenses, raising purchase orders, etc)
D2 Experience of Committee servicing (e.g. issue agenda, produce minutes, follow up on actions)
D3 Experience of contributing to the development of administrative processes
<b>Job Related Skills and Achievements</b>
E7 Strong IT skills and highly proficient in using MS Office systems (Excel, Word, PowerPoint, etc.) and remote working platforms such as MS Teams and Zoom
E8 Ability to plan and prioritise competing demands to meet deadlines
E9 Good interpersonal and communication skills, both verbal and written.
E10 Effective teamwork skills
E11 Ability to exercise confidentiality, discretion and sensitivity
<b>Personal Attributes</b>
E12 Able to work independently with flexibility and adaptability to new situations
E13 Self-motivated and enthusiastic, with a proactive approach to work
E14 Able to work under pressure, demonstrate assertiveness and personal confidence
<b>Other Relevant Factors</b>
D4 Work at locations outside the CELCIS office when necessary

## Application Procedure

Applicants are required to complete an application form including the name of two referees who will be contacted without further permission, unless you indicate that you would prefer otherwise. Applicants should also complete the Equal Opportunities Monitoring Form.

## Other Information

Further information on the application process and working at Strathclyde can be found on our website (<http://www.strath.ac.uk/hr/workforus>).

Informal enquiries about the post can be directed to Laura Kane, PA to SMT/Administrator (laura.kane.100@strath.ac.uk).

### Conditions of Employment

Conditions of employment relating to the Administrative and Professional staff category can be found at: [Conditions of Employment](#).

### Rewards and Benefits

Our staff have access to a wide range of outstanding benefits that include financial rewards, family friendly and wellbeing benefits and career development opportunities, details of which can be found [here](#).

### Probation

Where applicable, the successful applicant will be required to serve a 6 month probationary period.

### Pension

The successful applicant will be eligible to join the Local Government Pension Scheme (LGPS) in Scotland. Further information regarding this scheme is available from [Payroll and Pensions](#).

### Interviews

Formal interviews for this post will be held in early December 2023.

## Equality and Diversity

The University of Strathclyde is a socially progressive institution that strives to ensure equality of opportunity and celebrates the diversity of its student and staff community. Strathclyde is people-oriented and collaborative, offering a supportive and flexible working culture with a deep commitment to our equality, diversity and inclusion charters, initiatives, groups and networks.

We strongly encourage applications from Black, Asian and minority ethnicity, women, LGBT+, and disabled candidates and candidates from lower socio-economic groups and care-experienced backgrounds.

## University Values

The University's Values capture what we're all about: who we are, what we believe in and what we stand for. [Our Values](#) have been derived from how we act and how we expect to be treated as part of Strathclyde.



# Conditions of Employment

## Administrative and Professional Services Staff Grades 3 to 5

### 1. GENERAL CONDITIONS

Members of staff are subject to the Charter and Statutes and the Ordinances and Regulations of the University, published in the Calendar, and to any amendments or additions thereto approved by the University Court and, in the case of the Charter and Statutes, the Privy Council. Staff are also expected to familiarise themselves with, and adhere to, general University policies and procedures, as published on University web pages.

The University Court recognises UNISON as the sole body with which it will negotiate and consult on all collective issues concerned with the terms and conditions of employment of Administrative and Professional Services staff in Grades 3 to 5. Such terms and conditions may be varied by the University Court after negotiation and consultation with UNISON.

Each member of staff is responsible for the proper performance of allocated duties to the person or persons specified in the member of staff's letter of appointment and any accompanying papers. Members of staff may not accept outside paid work including personal consultancies without the permission of the University, which will not be unreasonably withheld.

The University is committed to ensuring that its business is conducted in an open and transparent manner and will take all appropriate steps to address risks of bribery or corruption. Members of staff are required at all times to act honestly and with integrity and to safeguard the resources for which they are responsible. The University has in place a robust Public Interest Disclosure (Whistleblowing) Policy to enable concerns to be brought to its attention. This is available at [www.strath.ac.uk/publicinterestdisclosure](http://www.strath.ac.uk/publicinterestdisclosure). Other relevant policies, e.g. Fraud Prevention and Conflicts of Interests, can also be found on the University's website.

Any member of staff may at any time be exposed to commercially sensitive information, information related to potentially valuable intellectual property or information which may otherwise be of a confidential nature. This information, which could be found anywhere in the University, may be written or disclosed orally, can include information of a commercial or technical nature, and may be owned by the University or by third parties. The University requires all employees to keep any such information confidential in the first instance and not disclose, publish or otherwise disseminate it without prior consent of the University. Such confidentiality obligations are commonplace and in the commercial interests of the University. When in doubt advice should always be sought from Research and Knowledge Exchange Services prior to disclosure.

The University operates probationary periods for new staff, the duration of which will be specified in individual letters of appointment. The normal probation period for posts in this staff category is 6 months. Further guidance on probationary procedures is published at <http://www.strath.ac.uk/staff/policies/hr/>.

Further information on the terms and conditions specified in this document and other staffing policies and procedures can also be found at [www.strath.ac.uk/hr](http://www.strath.ac.uk/hr).

### 2. SALARY

Appointments are made at an appropriate salary point on the University's grading structure, with initial placing determined according to qualifications and experience. Increments are paid to staff on 1 August each year, when the employee has a minimum of 6 full months of service at the appointed grade, allowing progression to the next point on the salary scale until the top guaranteed point of the scale is reached.

Salaries are paid directly to staff members nominated bank account, normally on the second last working day of the month.

### 3. HOURS OF WORK

The normal working week is 35 hours. Unless otherwise indicated in an individual's letter of appointment, the normal hours are 9.00am to 5.00pm Monday to Friday with a one hour lunch break. Certain members of staff may be required to work some hours outwith this normal pattern and this should be agreed locally.

### 4. HOLIDAYS

Annual leave entitlement is 27 days per year to be taken by agreement with the line manager. For staff members working on a part-time basis, annual leave entitlement will be calculated on a pro-rata basis.

In addition to annual leave there is an entitlement to eleven public holidays per year which should be taken on days that the University is closed for this purpose. The University presently closes for four additional days over the Christmas and New Year period. **These additional days count against the annual leave entitlement.**

For staff members working on a part-time basis, public holiday entitlement will be calculated on a pro-rata basis.

Annual leave and public holiday entitlements should be taken in the leave year to which they relate. Up to five days leave can be carried forward into the new leave year subject to line management agreement. In exceptional circumstances, Heads of Department/School/equivalent may approve carry forward of accrued annual leave in excess of five days.

The University's expectation is that staff take all accrued holidays prior to their termination date. If staff have exceeded their entitlement the University will deduct an equivalent number of days pay from final salary payments.

### 5. SICKNESS ABSENCE

During any period of absence through illness or injury provided the appropriate notification and certification procedures have been followed the University will pay a member of staff (having taken account of the aggregate of all periods of absence due to illness during the twelve months immediately preceding the first day of the current absence) as follows:

Period of Continuous Employment at start of absence from work	Full Pay	Half Pay
Less than 1 year	1 month	1 month
1 year but less than 2 years	2 months	2 months
2 years but less than 3 years	4 months	4 months
3 years but less than 5 years	5 months	5 months
5 years or more	6 months	6 months

In order to manage the University's sick pay scheme the University requires to maintain sickness absence records on individual members of staff. When making payments after the expiry of statutory sick pay the University will deduct an amount equivalent to any benefit normally payable by the Department of Work and Pensions. For full details on the

general University policy in this area please refer to the Sickness Absence Management Policy at [www.strath.ac.uk/staff/policies/hr](http://www.strath.ac.uk/staff/policies/hr).

## **6. PENSIONS**

At the start of their appointment, new members of staff aged under 75 will automatically be admitted to membership of the Local Government Pension Scheme (LGPS). If you are already in receipt of a pension from LGPS and your benefits relate to service prior to 01/04/2015 then you are required to notify the scheme of your new position regardless of whether you decide to remain a member of the scheme at the University of Strathclyde.

LGPS requires a contribution from the member and a contribution, as a percentage of pensionable pay, is made by the University. The contribution rates that currently apply can be viewed here: - <https://www.spfo.org.uk/index.aspx?articleid=14879>.

If your post is located out with the UK in an EU member state, then pension rules do not permit us to enrol you to the scheme.

New members of staff may opt out of LGPS within three months of taking up appointment and will then be treated as if they had never been a member of the scheme. Any member of staff choosing to withdraw from LGPS during their employment with the University, and who is withdrawing after three months' membership but with less than two years' membership, may be entitled to a refund of contributions (less any statutory deductions). Staff withdrawing from the Scheme with more than two years' membership are entitled to a deferred pension benefit. Any member of staff who wishes to opt out should contact the Pensions Team, Finance, in the first instance ([pensions@strath.ac.uk](mailto:pensions@strath.ac.uk)).

Information regarding pension scheme membership can be found on the Pensions pages of the University's website. Full information regarding LGPS can be found on the LGPS website – [www.spfo.org.uk/index.aspx?articleid=14440](http://www.spfo.org.uk/index.aspx?articleid=14440)

## **7. PLACE OF WORK AND RESIDENCE**

Members of staff will be based on the John Anderson Campus, unless otherwise stated in the letter of appointment. The Department/School in which the post is initially placed will be specified in the letter of appointment although there will be an expectation to work at such other places as required in the course of employment.

If the need arises for members of staff to work outside the UK for a period (or periods) of more than one month then such arrangements will be subject to mutual agreement. Members of staff would then be provided with a statement in advance setting out the terms covering such periods of employment.

The University does not normally place specific restrictions upon the place of residence of members of staff. All staff are, however, expected to reside in a location which is compatible with the satisfactory fulfilment of all the duties associated with their appointment.

## **8. DISCIPLINARY AND GRIEVANCE PROCEDURES**

Further information on the University's disciplinary and grievance procedure can also be found at [www.strath.ac.uk/policies/hr](http://www.strath.ac.uk/policies/hr) or on request from Human Resources.

## **9. NOTICE AND TERMINATION**

The employment of a member of staff is terminable by at least one month's notice, in writing, on either side, except during the probationary period when the notice period is one week. If notice is being given by a member of staff earlier release may be granted if this can be arranged without detriment to the work of the department or area. If the appointment is for a fixed term period it will expire at the end of the period without the necessity for notice. Fixed term contracts may be terminated by either party short of the expiry date by the serving of one month's notice in writing. The University is not obliged to continue a fixed term appointment beyond the specified employment period.