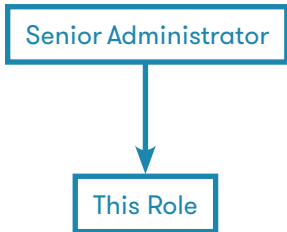


Administrator

Identifying facts	
Service Sector	Business Support
Organisational Relationships:	 <pre> graph TD SA[Senior Administrator] --> TR[This Role] </pre>
Line Manages:	N/A
Qualification Requirement:	N/A

JOB PURPOSE

- To deliver an effective, efficient and timely administrative support to Managers and Staff in line with policies and procedures.

MAJOR TASKS

- Update Service database (MIS) in line with Finance timetable
- Coordinate and administer procedures relating to Finance
- Assisting with the recruitment and selection process
- Circulate Capability Scotland's Policies & Procedures
- General Administrative tasks

MAIN ACTIVITIES

1. Update Service Database in line with Finance timetable

Create and input staff schedules, customer contracts and activity records.

Liaise with Team Leaders and staff members in order to ensure timesheets have been completed accurately and reflect schedule in MIS and weekly rota. Check that weekly hours have been worked and, if not, that arrangements are in place for this to be addressed (e.g.: shift swap).

Coordinate Self Certification/ Return to work forms by checking that all forms have been appropriately completed, comparing information in the forms against staff schedules and investigating discrepancies.

Check that forms relating to sick leave (e.g.: doctors fit notes) are fully and adequately completed. Retain and file one copy and send a copy via internal post/ conventional delivery service to Head Office.

Check that forms relating to staff schedules, e.g. Holiday Request forms are fully completed and authorised. Reconcile on MIS, retain copy and submit copy to Head Office.

Keep record of employee's absence/ sickness and report any issues to management.

Where applicable, use attendance logs to update MIS by entering data with a record of all customer's/ pupils attendance information.

Where applicable, perform annual reviews and update customers' schedules.

2. Coordinate and administer procedures relating to Finance

Payroll and additional payments

Manage and process data input through MIS of additional payments for staff, sickness, holidays, etc using knowledge of contracts and relevant procedures (e.g.: overtime, leave, sickness procedures, etc.). This activity entails:

- Processing all weekly activities for customers and staff.
- Calculating overtime rates as per individual contracts (e.g.: T, T1/2, and PHT).
- Processing sleepovers, on call payments, call out payments, unpaid or compassionate leave, etc in accordance to Finance timetable.
- Assisting Staff with payroll and absence queries.
- Supporting Line manager with overtime analysis by producing appropriate reports.
- Where relevant, liaising with recruitment agencies and ensure staff schedules are sent over at the appropriate time.
- Ensuring all new starts, leavers' paperwork and internal change forms is completed and passed to HR and payroll.

Banking

- Counting, checking, banking and processing customers' payments through Sales Received Voucher, sundry income through Main Account Received Vouchers and donations/amenity fund income through Fundraising Received Vouchers.
- Reconcile monies held against receipts on a daily basis and keep records. Where relevant, investigate any discrepancies found.
- Checking that all received vouchers are completed with detailed information and correctly coded with the banking stub attached.
- Keeping records of monies banked at the Service.
- Use knowledge of applicable VAT in order to record and process all Service's invoices and cash transactions in a timely manner.
- Where relevant, log a request in the Driver's Book for the cash to be deposited at the Bank. Upon completion of the banking, attach the stub from the Deposit Book to the Voucher Received and submit for Manager's authorisation.

Expenses

- Check that all submitted expense receipts have been signed and authorized by the Manager and reconcile the expense sheet against these receipts, highlighting any discrepancies to Senior Administrator or Manager.
- Where relevant, check monthly calculations on the mileage sheets for Service vehicles, and ensure receipts are submitted for all fuel purchased.
- Using MIS, print off a weekly expense report for manager's authorisation and submit to Finance via internal post.
- Where relevant, support staff with expense claims (e.g.: providing information about procedures).

Billing

Where relevant, managing service confirmation and billing details for customers, which entails:

- Checking that all new customers have completed all necessary financial paperwork Service Confirmation Billing Details (SCBD) and that all client contributions are in place.

- Liaising with funding authorities to ensure customer billing information is checked and completed on time.
- Ensure customer Direct Debits are in place and liaise with Finance Department with any queries.
- Liaise with families, social workers and care managers to ensure direct debit mandates are set up and that funding is agreed.
- Producing sales billing schedules to be submitted to Finance Department.
- Checking monthly billing with Finance Department and send confirmation once this has been approved by management.
- Monthly checking of completed invoices and debtors reports ensuring all outstanding invoices are tracked and chase up. Query non payment should this be required (e.g.: send a letter to debtors).
- Once Management Accounts are available for a period, check that all invoice/sundry billing that have been submitted to Finance are reflected within the management accounts for income. Query with Finance if not showing.

Petty Cash

- Maintain the cash float by counting the cash held in the Petty Cash float, and reconciling that total balance with the balance as per the Petty Cash transaction sheet.
- Action requests for Petty Cash by staff, checking first that these requests are admissible and in line with Capability Scotland's policies and procedures.
- Check that petty cash vouchers are accurately completed, and the receipts submitted by staff are signed and authorised by the Manager
- Referring to the Account Codes provided by Finance, check that petty cash vouchers, and purchase orders are correctly coded and assigned to the appropriate budget.
- On a regular basis input all expense receipts onto the Petty Cash ledger and submit this ledger to Finance along with a Bank reimbursement claim.

Purchase orders

Where relevant, receiving and processing purchase order requests (e.g.: stationary material, equipment) from management and/or staff. This process entails:

- Receiving the request (verbally and/or in writing).
- Recording, in writing, product information (e.g.: quantity of items, department / person who made the request) in Purchase order Request form.
- Contacting supplier/s and order the requested items via email or telephone.
- Checking timescales (e.g.: when is the item to be delivered?).
- Downloading and completing VAT return form if necessary (e.g. if it is a piece of equipment), print it and submit to Management for signature.
- Scanning VAT exemption form and send to the supplier via email or conventional postal service together with white copy of authorised purchase order as per procedure.
- Once items received send/ scan copy of purchase order to Finance Department with delivery note/Goods Received Notice.
- Record all purchases on Management Accounts Spreadsheet.

Customer Finances

Where relevant, conducting weekly/ monthly financial audits by checking all transactions with corresponding receipts and calculations in order to identify errors or misstatements and to prevent financial abuse.

3. Assisting with the recruitment and selection process

Handling administrative processes associated with Recruitment and Selection which implies:

- Prior to the commencing of any recruitment exercise, submit a post authorization form (PAT form) by email to Head Office for all new or replacement appointments for advertising.
- Where relevant, upon receipt of signed PAT form, draft advert and an accurate job description and send back to Head Office for consent.
- Organize and arrange (via email and/or conventional post service) interviews with candidates.

- Prepare form for short listing (form taken from Recruitment Policy) Arrange a meeting with panel members for short listing.
- Prior to offer of employment raise and request references from previous employers, contact potential candidate and ask for documentation (e.g.: referee's contact details).
- Once documentation has been received, screen and highlight to recruiting manager any areas of concern on self disclosure, health questionnaire and references.
- Write and send an apology/ regret letter to all unsuccessful candidates.
- Where relevant, liaise with external recruitment agencies.
- Send out confirmation of employment letter once start date has been arranged. Complete new start form and get new start to complete on their first day. Send authorized form to HR/Payroll together with P45. Prepare materials for Induction Pack (e.g.: relevant policies and procedures).
- Arranging starting date for starter and prepare materials for Induction Pack (e.g.: relevant policies and procedures for the post).

4. Circulate Capability Scotland's Policies and Procedures

Upon receipt of any updates from Management, ensure staff are aware of new Capability Scotland's policies and procedures by notifying (verbally) staff of new policy or procedure and refer them to the intranet and/or download, print and circulate policy or procedure.

Request staff to sign the acknowledgement form attached to the new policy or procedure, collate returns and chase up outstanding returns if required.

5. General Administrative Tasks

- Responsible for preparation and typing up, copying and filing of various documents (e.g.: Referral paperwork, Risk Assessments, Fire Evacuation Plans, Care plans, information from other organisations/groups, etc.).
- Maintaining records of people attending to different meetings (e.g.: Team meetings, disciplinary, Health and Safety), taking minutes and writing summary reports if required.
- Photocopying, scanning, distribution and filing of various documents for the organisation's records.
- Accountable for keeping data bases up-to-date (e.g.: Social Work, Emergency contacts, etc.).
- Upon verbal and written request by staff, order stationery and other miscellaneous supplies (e.g.: cleaning products).
- Ensure reliable records are maintained and are readily available through the maintenance of paper and electronic filing systems (e.g.: update Employee's files with photocopies of authorised Holiday Request forms, ensure customer information is updated to a "labels file", etc.).
- Answer incoming calls to the Service in a pleasant and timely manner, ensuring all messages are dealt with promptly and efficiently
- Assist in the preparation for meetings by inviting attendees, booking meeting rooms, preparing and gathering any relevant paperwork, as well as, taking and distributing of minutes.
- This role may also include:
- Assist, when needed, with the coordination of special events (e.g.: collate a list of attendees, and type and dispatch invitations etc.).
- Where relevant, update School documents as requested by Management (e.g.: school handbook, collate and circulate school planners, etc.).
- Where relevant, be responsible for Diary Management (e.g.: maintaining and organising the Service Manager's diary by scheduling meetings etc.). Alternatively, this may entail keeping a Calendar updated.
- Provide Reception Cover (e.g.: greeting visitors and ensuring they are signed in and out of the facility).
- Where relevant, administer the Operations Manager's credit card by:
- Ordering goods/services as requested ensuring that the transaction limit and monthly credit limit is adhered to.
- Entering details of all purchase on a monthly credit card log and arrange for this to be authorised by cardholder at month end. Submit to Finance together with supporting purchase orders and order/ delivery supporting documentation.

- Where relevant, assisting care staff by organising lunches for customers which may entail: finding out what they would like to have, taking the orders, contacting local supplier, collecting money, keeping records, etc.

6. Applicable for all roles:

To undertake any other duties related to the responsibilities of the post and which may be delegated by Capability Scotland management.