

# Administrative Support for the Independent Care Review x 2

Work Area	Centre for Excellence for Looked After Children (CELCIS) ( <a href="http://www.celcis.org/">http://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	182556
Reports To	Quality and Planning Lead	Grade:	5
Salary Range:	£22659 - £25482	Contract Type:	Fixed Term (to 23 December 2019)
FTE	1 (35 hours/week)	Closing Date	Thursday 10 January 2019

## Job Advert

Are you super organised and enjoy working as part of a collaborative team in a fast pace environment? Are you a great organiser, have excellent communication skills, and can engage well to participate with a wide range of people who are taking part in the Independent Care Review. Have you got excellent oral and written communication skills and able to deal with a range of enquires coming into the Review or direct people to the appropriate person? Have you got excellent administrative skills in the management of diaries, producing high quality information and support to the team and all who interact with the Review, and are able to work to tight timelines ensuring excellent robust minute taking utilising the social media platform to streamline communications/information? Then this new and exciting opportunity to work for the Independent Care Review Secretariat team is for you.

You will provide excellent administrative support to the Secretariat team and some of the dedicated groups working as well as supporting the wider administrative tasks and activities involved to support the Review's internal admin processes following policies and procedures as necessary.

### About the Independent Care Review

The Independent Care Review will identify and deliver lasting change in the care system and leave a legacy that will transform the wellbeing of children and young people across Scotland. It is a task that cannot be achieved without listening to and taking account of the views of a whole host of people and organisations. Understanding the needs and experience of people who are care experienced is at the very heart of the Care Review and it is essential to making change. You will have a unique opportunity to be involved in the development of a National Care Review which is ground breaking and innovative.

**Please note that applications from people with experience of care will be particularly welcomed as will secondments.**

## Job Description

### Brief Outline of Job:

You will be supporting and providing organisational and administrative service for the Independent Care Review Secretariat and stakeholder working groups. You will help develop and implement all aspects of administrative systems and processes to ensure a consistent and professional administrative service.

### Main Activities/Responsibilities:

1. Working autonomously to provide a comprehensive administrative service across the Review, whilst developing good robust and structured office systems to support the Reviews activities

2.	Providing meeting support to identified internal and external groups, including supporting the co-chairs in setting agenda, production of minutes, follow up actions etc.
3.	Ensure active support to workgroups providing a high level of coordination and support in facilitating invoices and other related claims and informing them of how to access systems
4.	Delivering excellent customer service both internally and externally and supporting queries to a successful conclusion.
5.	Support and monitor the maintenance of enquires to the Care Review.
6.	Supporting the organisation of events including developing and sending joining instructions to participants; arranging venues, catering and hospitality; and undertaking registration duties.
7.	Being a point of reference for enquiries to the Review and signposting to relevant colleagues in the Secretariat.
8.	Developing and enhancing administration processes and procedures, including the booking and processing of accommodation and travel applications to make things easier to access and understand
9.	Producing and maintaining accurate records including relevant papers, minutes and databases.
10.	Producing accurate and reliable management information and statistics analysis where necessary.
11.	Dealing with sensitive and confidential information in an appropriate and confident manner.
12.	Contributing to effective communication across the Review to support team working.
13.	Promoting and supporting the Review's mission, values and governance, leading by personal example and ensuring quality of contribution to promote a culture of continuous improvement.
14.	Undertaking other relevant tasks to ensure effective operation of the Review.

## 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 Previous relevant work experience. Alternatively, knowledge and skills acquired through relevant qualification/s gained at secondary or further education level.

### Experience

E2 Excellent telephone manner and experience in dealing with a wide range of stakeholders and staff.

E3 Good communication skills and understanding of importance of effective empathy in supporting conversations.

D1 Proven experience of producing management information and statistics.

E4 Experience of servicing meeting effectively (e.g. building relationships, issuing papers, producing robust and accurate minutes and following up actions).

E5 Experience of developing and accessing systems to which enable data input and retrieval. ☐

E6 Experience of processing invoices to finance department.

E7 Experience of preparing presentations, committee papers or reports which have been written by others.

D2 Experience of working with stakeholder organisations.

### Job Related Skills and Achievements

E8 Excellent organisational and time management skills.

E9 Provides high quality written materials and communicates in an appropriate and supportive manner.

E10 Sound knowledge of MS Office packages such as Word/Excel/PowerPoint and electronic diary management systems.

### Personal Attributes

E11 Able to work independently, manage own workload and work flexibly to meet work demands.

E12 Able to work well with others and work as part of a team with a can-do, positive attitude.

E13 Able to work under pressure and prioritise appropriately whilst maintaining attention to detail.

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## Other Relevant Factors

D3 Work flexibly to meet the demands of the role, sometime in other work locations.

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## Application Procedure

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

## Other Information

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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 Michelle Nairn, Quality Assurance and Planning Lead ([michelle.nairn@strath.ac.uk](mailto:michelle.nairn@strath.ac.uk) (after 3rd January 2019)).

### 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](#).

### Conditions of Employment

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

### 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](#).

### Relocation

Where applicable, the University offers a relocation package to support new employees who meet the eligibility criteria. The relocation package is offered as a contribution towards costs incurred, and is designed to be flexible, allowing staff to use the financial support available in the way that will be most helpful to them. Further details are outlined in the Relocation Policy.

### Interviews

Formal interviews for this post will be held on Wednesday 23 January 2019.

### Equality and Diversity

We value diversity and welcome applications from all sections of the community.

The University currently holds a Bronze Athena SWAN award, recognising our commitment to advancing women's careers in science, technology, engineering, maths and medicine (STEMM) employment in academia.

### 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.