

Person Specification and Job Description for the post of:

Administrator

POST	Administrator
EMPLOYER	VOCAL – Voice of Carers Across Lothian
SALARY	SCJ scale SCP43. £17.24 per hour. £32,385 per annum (pro rata for part-time)
HOURS	22.5 hours per week 33 days paid leave plus 6 fixed public holidays (pro rata)
LOCATION	The post holder will be based at VOCAL, Edinburgh Carers' Hub, 60 Leith Walk, Edinburgh EH6 5HB. (Occasional travel to other premises may be required)
CONTRACT	Permanent

VOCAL is a carer-led organisation employing around 60 staff and supported by a team of counsellors and volunteers, who are based at the Edinburgh Carers Hub and Midlothian Carers Centre, and within several health and social care settings across Edinburgh and Midlothian.

Purpose of the post

As an integral member of VOCAL's administrative team, the postholder will play a key role in supporting the smooth running of services across the organisation, including Carer Support, Counselling, Wee Breaks, Carer Training, and other key areas of service delivery.

Positioned at the front desk, the postholder will be **a warm and welcoming first point of contact** for carers and visitors. They will be responsible for creating a **strong first impression** of VOCAL, managing front desk operations, and ensuring that carers and visitors **experience a high quality, safe, and pleasant environment, whilst working closely with staff and volunteers to maintain a supportive and professional atmosphere.**

In addition to reception duties and administrative support, the postholder will assist with **data recording within VOCAL's client data management system**, supporting the monitoring of quality and consistency of data entry, and ensuring compliance with **GDPR and requests for data removal.**

This is a varied and rewarding role that requires excellent communication skills, attention to detail, and a proactive approach to supporting both carers and colleagues across VOCAL's services.

VOCAL values

- We are carer-led and engage carers in all aspects of our work
- We recognise and advocate for carers as equal partners in care
- We support carers to:
 - build on their strengths and skills
 - identify and achieve their outcomes
 - strengthen their resilience
 - improve their quality of lives
- We believe in diversity, equality of opportunity and choice
- We promote transparency and honesty

- We treat people with dignity and respect
- We create opportunities for innovation, creativity and enterprise
- We seek to work in partnership around agreed outcomes

Improved outcomes for carers

As part of the VOCAL team, the post holder will contribute to the following outcomes for carers.

Carers will report:

- being better informed about issues linked to their caring role
- improved confidence in their ability to shape services and support
- improved confidence in managing their caring role
- improved physical and mental wellbeing
- improved confidence in their ability to deal with changing relationships
- improved economic wellbeing
- improved social wellbeing
- improved personal safety

Job Description

Reception Duties

The postholder will work closely with volunteers and staff to provide reception cover while also supporting wider service delivery. They will:

- Act as lead receptionist and maintain a safe, welcoming, and well-organised front-of-house environment that reflects VOCAL's values and commitment to high-quality service.
- Ensure a warm and professional welcome to carers, staff, and other visitors, providing advice, assistance, and direction as necessary.
- Deal with general enquiries from carers and professionals efficiently and professionally, signposting enquirers to appropriate contacts or providing information to ensure a positive experience and outcome.
- Answer phones in a professional manner, screening and routing calls appropriately.

Administration

- Provide administrative support across VOCAL's services, including Carer Support, Counselling, Wee Breaks, and Carer Training.
- Maintain and update carer records using VOCAL's client data management system (CISS), ensuring accuracy, consistency, and compliance with GDPR.
- Identify gaps or inconsistencies in data and report these to service managers to support quality improvement.
- Contribute to the development and refinement of administrative workflows to help streamline processes and enhance service efficiency for carers.
- Support general office tasks such as data entry, document handling, and responding to internal requests.

Data Quality Monitoring & Support

- Monitor data quality across services, identifying gaps, inconsistencies, or outdated information, and reporting these to service managers to support continuous improvement.

- Use established workflows to input new data and assist with clearing backlogs, while contributing to the development of more efficient data processes.
- Respond to internal requests for data removal or merging, ensuring timely and accurate resolution.
- Work collaboratively with staff to ensure data is captured correctly at all stages of service delivery, supporting VOCAL's commitment to high-quality, evidence-informed support for carers.
- Support efforts to streamline data-related tasks and systems to improve efficiency and enhance the carer experience.

General

The post holder will be expected to consistently and effectively perform a number of general duties:

- Work with and support any volunteers assigned to facilitate the work of the post holder.
- Comply with VOCAL policies and procedures such as confidentiality policy, telephone and recording procedures, lone working policies, etc.
- Comply with and contribute to VOCAL's work of continuous quality improvement.
- Participate in VOCAL staff team and development meetings.
- Support and provide cover for additional administration tasks, as directed by line manager, during periods of staff absence and high demand for the service.

Person Specification

Experience & professional skills

The post holder is expected to evidence:

- Previous experience in a comparable position
- Excellent administrative skills
- Knowledge and data entry experience within a client recording system environment
- Excellent IT skills including Microsoft 365 (SharePoint, Teams, Outlook, Excel), case management systems and databases

Personal Skills and Abilities

Skills

- Service orientated with aptitude for providing an excellent carer service experience and an ability to build rapport with carers, the public, and staff
- Strong organisational and multitasking abilities and ability to work systematically
- Excellent interpersonal and conversational skills that allows effective communication, particularly with individuals experiencing emotional distress or anxiety
- Strong communication skills, particularly the ability to present information clearly
- Possess a friendly and approachable manner
- Excellent administrative skills such as inputting data with strong attention to detail and ability to spot errors
- Ability to handle sensitive and confidential information with discretion

- Ability to deal with carers, professionals, and members of the public in a sensitive and person-centred manner, face to face, digitally, and by telephone
- Proven ability of organising, prioritising, and managing own workload
- Ability to work proactively, flexibly and collaboratively to co-produce positive outcomes in a timely manner

Knowledge

- An understanding and commitment to carers
- An understanding of GDPR and data protection guidance
- An excellent understanding of administrative practises and management

Desirable

- Experience working with carers
- Experience working with volunteers

Accountability, Management and Development

The post holder will benefit from a structured induction programme within the first month of appointment, followed by a six-month probation period.

The post holder will ultimately be accountable to the Board of Directors. For line management, supervision and support the post holder will be answerable to the Carer Administration Manager.

VOCAL acknowledges its responsibility to help identify training needs of staff and to allow reasonable time and resources for staff training, where such training furthers the duties and responsibilities of the post.

Emphasis is placed on team accountability and mutual support.

The post holder will be expected to carry out the duties of this post with due regard to Equal Opportunities and non-discriminatory practice.

Conditions of Service

The post is advertised at 22.5 hours per week. There may be some flexibility over the distribution of hours that will form the normal working week.

VOCAL offers a range of contractual benefits, including:

- generous annual leave entitlement of 33 days plus six public holidays (pro rata). This increases with length of service.
- a 6% pension contribution which increases with length of service
- enhanced maternity, paternity, and adoption pay
- paid Carer's Leave
- enhanced sick pay
- a Cycle to Work Scheme.

The postholder will be expected to undertake a Level 1 Disclosure check.

