

Operations Administrator

Job Summary

Salary / Grade: A3 - £25235 to £28131 (pay award pending)

Job Title: Operations Administrator

Department: Independent Living Directorate

Reports to: Senior Independent Living Caseworker (TF)

Reportees: None

Location: Hybrid working with office base in Livingston (at least 2 days in office required per week, more to cover leave and sickness as required)

Hours: 35 hrs per week

Overview

ILF Scotland is a Non-Departmental Scottish Public Body (NDPB) constituted as a company limited by guarantee. It was created following the closure of the UK ILF in June 2015 and has been administering Scottish ILF funding for existing fund recipients in Scotland and Northern Ireland since 1st July 2015. The purpose of this funding is to enable independent living for disabled people, giving recipients control, choice and dignity. In late 2017, the Transition Fund (TF) was launched after major co-production, to support young disabled people between 16 and 25 in the transition after leaving school or children's services to be more independent, more active and engaged in their community, and to build and maintain relationships with other people.

ILF Scotland currently distributes annual funding through the Independent Living Fund and Transition Fund (TF) of approximately £68m alongside revenue budget of approximately £4M totalling around £72 million to support individual recipients lead independent lives. The organisation consists of a staff team of around 80 people, who provide independent living support for over 8,000 current fund recipients per annum split between the Independent Living Fund (2,300) and Transition Fund (6,000)

In September 2023, the Scottish Government unveiled an initial year one investment of £9 million to reopen the Independent Living Fund to new recipients in Scotland. It is anticipated that this funding will increase over the next three years, with £18 million in year 2 currently confirmed.

The organisation is fully funded by, and accountable to, Scottish and Northern Ireland Government Ministers via a Board of Directors. Directors are appointed by Scottish Ministers in-line with the Scottish Public Appointments process.

As a values-based organisation, ILF Scotland takes a values-led approach to legislative compliance where people and relationship building are a key focus.

Job Purpose

Provide comprehensive administrative and secretarial support to the ILF Scotland Operations team, and as needed, to other staff within the organisation, providing a key role in supporting the delivery of ILF funding to people across Scotland and Northern Ireland.

Main Duties

100%

- provide an excellent telephone response service and offer guidance or direct calls as appropriate
- proactively engage with and provide information to all relevant contacts
- responsible for responding to or forwarding on emails sent to the ILF email account
- log and distribute incoming mail to relevant staff members
- scan paperwork and attach to recipient records as required
- ensure sensitive paperwork is destroyed in line with ILF Scotland policy
- process external mail including use of franking machine
- ensure adequate stock of all ILF Scotland forms is available at all times
- prepare statistical information on telephone and email enquiries and distribute to management team
- prepare agendas for and take minutes at ILF Scotland team meetings
- assist with data input of Fund applications as required
- ensure administrative procedures are updated to meet organisational requirements
- maintain effective file management in line with GDPR and ILF Scotland policy
- provide administrative support to the ILF Lead, TF and other staff as required
- undertake training and development as required and agreed with senior staff

Problem Solving

The post holder is responsible for the delivery of their own work, prioritising tasks in line with business needs. Conflicting priorities are the responsibility of the post holder. Advice is readily available from Senior Staff as required.

Autonomy

The post holder works within defined guidelines and policies.

The post holder shows initiative in setting up their own processes and procedures to support the administration of ILF Scotland.

The post holder effectively prioritises and manages their workload and is reactive to business and customer needs.

Decision Making

The post holder has knowledge of ILF Scotland policies and procedures to enable them to make decisions to support the administration of ILF Scotland.

Impact

The scope of the role impacts on the effectiveness and efficiency of the organisation. Errors are quickly detected and amendments made.

A negative impact can be made in relation to the image and perception of the professionalism of ILF should the post holder provide a poor service.

Any other duties as reasonably required to meet the needs of the organisation.

All work is fully supported by the use of a well-designed robust bespoke software system and full training will be provided to all new staff.

Qualifications and Experience

- educated to at least SVQ 4 (SCQF 8) level or relevant equivalent work experience
- good level of experience within a similar role including significant experience in customer relations ideally within the Public and / or Third Sector is desirable
- excellent interpersonal skills, including the ability to communicate in English both verbally and in writing with individuals at all levels within the organisation
- previous experience of entering data into a database or spread sheet
- detail orientated with attention to accuracy
- friendly and helpful attitude
- flexible and able to prioritise a changing to-do list
- confident in managing and completing tasks to deadlines
- self-motivated
- experience of taking minutes
- ability to remain calm under pressure
- ability to work independently and as part of a team
- well-honed organisational, planning and time management skills
- awareness of ILF Scotland policies and procedures (training provided)
- awareness of equality and diversity issues, in particular disability
- PC literate including Word, Excel and databases
- child and adult protection awareness