

## Job Description

**Post:** Administration Officer

**Responsible to:** Administration Manager / Service Manager

**Location:** RAMH provide services in various locations within East Renfrewshire / Renfrewshire

**Hours of duty:** 30 hours per week

**Salary:** £23,400 per annum pro-rata (Scottish Living Wage)

**Pension:** 6% Employer – 2% Employee

<b>Why</b>	<p><b><u>Job Summary:</u></b></p> <p>RAMH are dedicated to providing comprehensive mental health support; we promote recovery from mental ill health and empower people to build independent, fulfilled lives.</p> <p>We are seeking a dedicated and organised Administration Officer to join our team. The successful candidate will play a crucial role in ensuring the smooth operation of our services. This role requires someone who is highly organised, compassionate, and has an understanding of the needs of individuals with mental health challenges.</p> <p>You should have good customer care experience and enjoy working in a busy office environment as a part of a friendly and well established team.</p>
<b>What</b>	<p><b><u>Principal Accountabilities:</u></b></p> <p>To provide administration support to a busy team within the organisation. You will carry out various administrative tasks whilst prioritizing your workload and ensure that all tasks are carried out to a high standard.</p>
<b>How</b>	<p><b><u>Duties and Responsibilities:</u></b></p> <ol style="list-style-type: none"> <li>1. Provision of general administration support to all staff within the Team as required.</li> <li>2. Database input, in liaison with team to provide statistical information.</li> <li>3. Compiling and collating data, assisting and producing of reports.</li> <li>4. Taking referral details for potential service users (training to be provided)</li> <li>5. Deal with enquiries on any aspect of the service provided by the Team.</li> </ol>

	<ol style="list-style-type: none"> <li>6. Dealing with telephone enquiries</li> <li>7. Dealing with allocation of resources.</li> <li>8. Providing a reception service to the team.</li> <li>9. Maintenance of database and spreadsheets.</li> <li>10. General cash duties as required.</li> <li>11. Liaising with the HR Officer for staffing returns, processing of holiday/sickness records.</li> <li>12. Liaising with Finance Department for staff expenses, wages advice etc</li> <li>13. Recording of minutes of meetings.</li> <li>14. General admin duties.</li> <li>15. To participate in relevant training.</li> <li>16. Adhere to RAMH policies and procedures</li> <li>17. Any other duties as appropriate to the grade as determined by the management team or as required within the wider remit of RAMH.</li> <li>18. Act as an RAMH ambassador at all times.</li> </ol>
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This job description is a general outline of the post and the post holder will be expected to undertake any other duties commensurate with the post. The post holder will be expected to participate in the on-going development of the post.

**Although you will be based with a particular service or in a specific building, you may be required to provide admin assistance at other RAMH sites, if and when necessary.**

## Person Specification

### Administration Officer – Full/Part time hours weekly

#### QUALIFICATIONS

	Essential	Desirable
Administration/ business qualification		✓

#### KNOWLEDGE & EXPERIENCE

Minimum of 2 years' administration experience.	✓	
Proficient in using Microsoft Office (MS Word, Excel, TEAMS)	✓	
Proficiency in database and database input and working with gathered statistical Information and producing reports	✓	
Experience within a social care organisation		✓
Experience working within the mental health sector		✓

#### COMPETENCES & SKILLS

Excellent interpersonal skills	✓	
Effective written and oral communication skills	✓	
Highly organised with a keen attention to detail.	✓	
Prioritisation skills and completer/finisher of tasks	✓	
Ability to work under pressure	✓	
Pro-active, positive and solutions focussed	✓	
Ability to work unsupervised	✓	
Positive, resilient and solutions focussed	✓	
Good time management	✓	
Flexible approach to work	✓	
Actively contributes to the culture which embraces change	✓	