

Overview of the Service

We support students with Learning disabilities, Mental Health Problems, Physical Disabilities and Individuals on the Autistic Spectrum. We offer support to students, to enable them to move into or carry out their lifelong learning opportunities.

We assist students in their learning process to achieve their full learning potential, by providing a person centred and tailored made support service, to suit the individual support needs of students.

Student Support Service was accredited by The National Autistic Society- the team work closely to meet the standards set by The National Autistic Society, and regular reviews to ensure we continue to work to a high standard in how we meet the support need of students on the spectrum.

Areas of Support

Working closely as a team Student Support service offers support with:

Travelling to and from College and, or University, from campus to campus- working towards independent travel; enabling students in College and, or University setting with note taking, scribing, support in class to keep focused on task at hand, with study time (e.g. support students to implement study planners and organise and, or structure their workload); with communication difficulties (including the use of aids).

Offering emotional support; social support- during breaks and, or lunchtimes and during holiday periods where applicable; to complete forms and, or applications for College and, or University by referring students to guidance and or academic support services; liaising with other departments, professionals, Tutors and students (classmates) alike to help build students confidence to communicate openly with their peers and, or professionals about their studies.

Advising and supporting students to find out about other services in the community; assisting with personal care; enabling students to explore their interests and find activities in the community that they can access during College and, or University holidays; support students to look at progression routes after the completion of their course at College and, or University but this is not an exhaustive list-every individual has different support needs, tailored through individual care plans.

Hours of Support

Student Support service working hours can start 08:00am and may include night work up to 21:00pm (on occasion) Monday to Friday- following College and University times. We may support students to travel into College or University, so support staff meet students at home (between 08:00am and 09:00am) and support students to use buses. Some students attend evening classes so hours of service work to meet the needs of individual students.

Support for Staff

- Each service has a manager (each manager will have two or three services to oversee), each service has an assistant manager who is responsible for the day to day running of the service.
- Student Support has a senior support worker and a team of full time and part-time Support Workers and Assistant Support Workers to meet the need of the students across College and University.
- New staff have a six month probationary period during which they will be allocated a mentor to help them settle into the service and work through their induction paperwork.
- All staff have regular one to one supervision or group supervision every four to six weeks and there is a mandatory training programme for every new staff member.
- Hillcrest Futures has a manager's on call service that is an additional support to staff who are on duty.

CONDITIONS OF SERVICE

- Hours:** 20 hours are available, to be worked on a shift basis in accordance with the project rota which will be designed to ensure that staff are on duty at times appropriate to the clients and service delivery.
- Contract:** This is a permanent post. All posts are subject to a 6 month probationary period. A formal review will take place at 2, 4 and 6 months.
- Salary:** Salaries are paid monthly, directly into a bank account of your choice. The salary for the Administrative Assistant post for 20 hours per week, term time is £7,876 - £8,075 per annum per annum.
- Overtime:** Except for night-time call outs overtime is payable only where it is agreed in advance by the organisation.
- Pension:** Hillcrest Futures offers a pension under the Governments statutory auto-enrolment scheme, which is a Defined Contribution scheme with a company called NOW Pensions. At present staff contribute 5% with the employer 3% to the scheme as of 1st April 2019. Further details of the scheme are available from the payroll team.
- Health Plan:** Employees are automatically given free admission to the Health Plan Scheme. The cost for this is met by the Employer. Details will be sent out with the Contract of Employment.
- Annual Leave:** **The holiday year runs from 1st January - 31st December.** The full holiday entitlement is 249.6 hours per annum rising to 288.6 hours. 5 days Public holidays have been included in this annual leave entitlement. Unit Managers will commence on 288.6 hours per annum. **Annual leave is calculated on a pro rata basis for part time staff.**
- Qualifications:** Any offer will be subject to proof of qualifications essential, and where appropriate desirable, to the post.
- Rehabilitation of Offenders Act 1974:** If you have any unspent convictions you must declare this on your application form.

In relation to 'spent' convictions, there is a list of convictions which must always be declared and a list of convictions that are declared, subject to rules. Failure to disclose relevant information will be regarded as a breach of trust and could lead to dismissal, disciplinary action or withdrawal of offers of employment.

If you are unsure whether or not you need to disclose a conviction and, or caution, please contact our Human Resources Department for further advice, or you can

check by accessing Disclosure Scotland's website at www.disclosurescotland.co.uk and check the 'Frequently Asked Questions'.

Please note that all successful applicants will be subject to a Disclosure check through Disclosure Scotland.

HAVING A CRIMINAL RECORD WILL NOT NECESSARILY DEBAR YOU FROM WORKING WITH HILLCREST FUTURES. THIS WILL DEPEND ON THE NATURE OF THE POSITION, TOGETHER WITH THE CIRCUMSTANCES AND BACKGROUND OF YOUR OFFENCES.

Trades Union: Employees have the right to join a Trades Union of their choice, if they wish, although Hillcrest Futures do not recognise any Trade Union. A Staff Representative group is in place.

No Smoking Policy: Smoking is prohibited in all projects and at Head Office. Designed smoking areas are outside the buildings and should be out of view of individuals. This includes the use of E-cigarettes. Employees who are required to carry out their duties in buildings which are out with the control of the organisation are jointly responsible for minimising their own exposure to risk factors such as passive smoking.

Equal Opportunities: Hillcrest Futures is striving to be an equal opportunities employer and has adopted a Policy which aims to ensure that no job applicant receives less favorable treatment on grounds of race, colour, ethnic and national origins, marital status, gender, age, religion, disability, political or sexual orientations, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

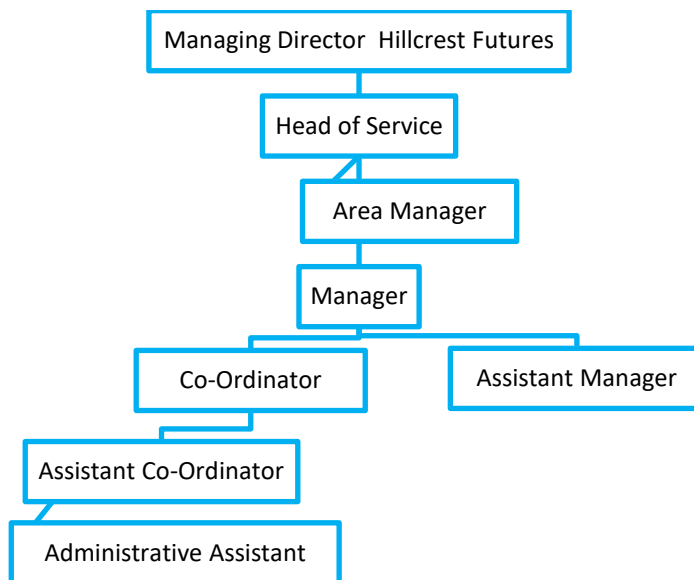
Applications: Please forward applications before the closing date



Job Description

Job Title: Administrative Assistant
Department: Hillcrest Futures
Responsible to: Manager, Assistant Manager, Co-Ordinator, Assistant Co-Ordinator

Organisational Structure



Main purpose of post:

The Administration Assistant will be responsible for providing a comprehensive, flexible and efficient administrative service to Hillcrest Futures designated services.

Main Duties:

- Ensure that stationary levels are adequately maintained within the office.
- Responsible for ordering goods including stationary, office requirements, cleaning products.
- Produce agendas; circulate minutes, to take minutes for the team meetings, and other meetings as required by the manager.

- Assist the manager in completion of council weekly returns and any other regular submissions required by the service.
- Assist the Managers, support staff and individuals in the preparation of the service newsletters.
- Liaise with Publicity team to ensure Intranet and Extranet web page is up to date with any changes to the core information or latest news stories as requested by managers and senior staff within the service.
- Produce service induction packs for individuals and staff, containing all relevant and up to date information as directed by the manager, ensuring the service has a reasonable level of stock of completed packs.
- Responsible for managing Document Management System (DMS) filing system, scanning documents, and filing within the system. Liaise with IT Department to identify developments to the system to improve efficiency.
- Assist with the effective design and implementation of new systems and processes as and when required.
- Typing notes from audio, pc, transcription software as well as handwritten transcripts.
- Maintain petty cash system, including cash handling, maintaining all records relating to petty cash, and completion of monthly transactions sheet for manager to check and sign.

Service Specific Duties:

The service descriptor document is part of this Job Description and should be referenced in accordance to specific duties.

Any Other Duties:

Carry out any other reasonable duties as required by the organisation.

PERSONAL SPECIFICATION – Administrative Assistant

Attribute	Essential	Desirable	Method of Assessment
Experience	<ul style="list-style-type: none"> • Relevant administration experience in busy environment • Minute taking • Extensive experience in Microsoft Office packages • Customer care experience 	<ul style="list-style-type: none"> • Experience in Care Sector • Experience of organising events • Experience of Case Management System. 	<ul style="list-style-type: none"> • Application Form • Interview
Proven Competencies	<ul style="list-style-type: none"> • Ability to communicate effectively at all levels • Excellent organisation skills with ability to meet deadlines • Ability to analyse and produce high quality written work • Ability to prioritise workload and deal with competing demands • Working knowledge of Databases & Document Management System • Accurate and effective recording skills • Excellent telephone manner • Maintain confidentiality at the highest levels • Ability to screen contacts for senior staff • Assertiveness • Conscientious and enthusiastic • Flexible whilst adopting a professional approach • Ability to work on own and as part of a team • Ability to use initiative • Positive attitude • Creativity 	<ul style="list-style-type: none"> • Commitment to continuous improvement 	<ul style="list-style-type: none"> • Application Form • Interview • References • Test and,or Written Exercise
Education/Qualifications	<ul style="list-style-type: none"> • Standard and,or Higher Grades • SVQ 3 and,or HNC qualification in Administration or willingness to work towards this 	<ul style="list-style-type: none"> • Qualification in minute taking 	<ul style="list-style-type: none"> • Application Form • Certificates
Service Specific	<ul style="list-style-type: none"> • As per service descriptor 		