

**Job Description**

|  |  |
| --- | --- |
| **Job Title** | Administrator (Making Justice Work) |
| **Location** | New Volunteer House |
| **Responsible To** | Lead (Homelessness Prevention) |
| **Terms and Conditions** | **Hours:** 20 hours per week **Salary:** £23,587 (pro rata)  **Probationary Period:** 25% Contract Term  **Contract Type:** Part-time Temporary Fixed to March 2026 |
| **Post Purpose** | The postholder will be responsible for the delivery of administrative activities on behalf of the Making Justice Work Project. This will include assisting with the compliance and monitoring of activities, dealing with referrals and promotion of the project. This post is responsible to the Lead for Homeless Prevention. |
| **Team Purpose** | The overall aim of Frontline Fife Homelessness Services is to end homelessness across Fife by taking preventative action and through assisting people to choose the life they aspire to. Our team endeavours to promote self-valuing and wellbeing for all. |
| **Duties/ Responsibilities** | **Partnership Delivery:**   * Maintain accurate records and performance data to evidence client outcomes and compliance requirements. * Gather and compile client satisfaction feedback to help inform quality assurance and continuous improvement. * Complete quarterly returns and communicate findings to the Scottish Legal Aid Board on behalf of partners. * Process incoming referrals to the Making Justice Work Project. * Co-ordinate Steering Group communications and contacts (including organisation of meetings). * Work on behalf of Making Justice Work partners (Frontline Fife, Fife Law Centre and Citizens Advice & Rights Fife) to raise awareness of the service. * Work flexibly to ensure a full service is maintained across the partnership. * Participate in service reviews and SNSIAP audit process.   **Learning and development**   * Take ownership and participate in training and continuous development and learning. * Develop effective communication (and other) skills which promote effective strength base practices.   NB. All staff have a duty to protect supported individuals from abuse and to report any concerns immediately to their line manager or other management staff and to work in accordance with the Protection of Vulnerable Groups (Scotland) Act 2007 and Data Protection/GDPR legislation. |
|  | This job description must be read in conjunction with the general requirements of Frontline Fife’s Policies, Procedures and Performance Appraisal System, and the Standards set by appropriate Regulating Bodies. Frontline Fife is an equal opportunities employer. |



**Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
| **Attributes** | **Essential** | **Desirable** | **Assessment** |
| **Experience** | * Strong track record of providing administrative support. * Experience of data monitoring/data quality. * Experience of working to contractual and performance requirements. | * Experience of working in the Third Sector. * Experience of partnership working. * Experience of project management. | Application, Interview, References |
| **Education, Qualifications & Training** | * Educated to HND or equivalent in a related discipline or other recognised professional qualifications/experience. | * Evidence of continuous professional development in relevant field/topics. | Application |
| **Skills, Abilities & Knowledge** | * Ability to work independently and as part of a wider team. * Proficient in the use of Microsoft Office/Excel * Strong organisational skills with an attention to detail. * Ability to multi-task and work to strict deadlines. | * Knowledge of inequalities and poverty, and their impact on housing, homelessness. | Application, Interview, References |
| **Interpersonal & Communication Skills** | * Able to proactively seek advice/support and learn from others. * Ability to communicate across partners and establish positive relationships across project stakeholders. * Able to maintain professional boundaries and uphold confidentiality. * Able to proactively seek avice and support from others. |  | Application, Interview, References |
| **Value Base** | * Commitment to the principles and practice of continuous improvement. * A belief and evidence of working to the values underpinning social inclusion, dignity and respect. |  | Application, Interview, References |