

SCOTTISH AUTISM

Embracing difference,
leading change

Regional Administrator Autism Services

Location: Based in regional area office

About Scottish Autism

Scottish Autism seeks to promote and provide care, education, support and opportunities for autistic people of all ages throughout Scotland. We work tirelessly to create a world where autistic people are understood and enabled to lead meaningful, fulfilling and happy lives as valued members of the community.

A key expectation of everyone who works for Scottish Autism is that they live and breathe our values; Collaboration, Change Makers, Compassion and Contribution. Our values come into play throughout everything we do at work – how we work together, and how we deliver services to the people we support and to the people we work alongside.

The Role:

Reporting to the Regional Manager, the Regional Administrator is responsible for providing effective and efficient administration support to the teams who deliver direct services for the autistic people we support.

The nature of the role requires adaptability and a high level of autonomous working. Acting as a key partner to the Regional Manager, Services Managers, and Senior Autism Practitioners (SAPs), the post

holder will manage their region's administration function whilst aligning these with a shared way of working and vision for the operation of organisational administration. This role reflects our drive to develop a high quality, service led organisation by providing essential administrative support to the regional services teams.

Key tasks and responsibilities:

Administrative Systems

- Support the Regional Manager, Services Managers and SAPs in the ongoing delivery of high-quality support services, through leading on the delivery of efficient and effective administration systems and administrative support for the region.
- Work collaboratively with other Regional Administrators and colleagues from internal functions such as Finance, People and Culture and the Centre for Practice and Innovation to establish and embed a shared vision for administration and systems.
- Develop, update and maintain Scottish Autism's regional administrative and financial records being accountable for quality and compliance.
- Ensure the appropriate handling, storage, processing and retention of data including some personal and sensitive data in alignment with GDPR regulations.
- Ensure high levels of confidentiality in line with Scottish Autism policy and procedure and the values of the organisation.
- Support the regional manager and others as requested in providing data reports and similar outputs from our systems.
- Have comprehensive knowledge and understanding of our administrative systems to explain and advocate for them to external audiences (example being able to talk through our recruitment, training and planning systems during inspectorate visits).

Finance

- Monitor and review regional financial procedures for the administrative management of petty cash and purchase orders
- Coordinate the handling and usage of a company credit card within the region in accordance with Scottish Autism financial policy and procedures.
- Undertake the responsibilities of financial appointeeship, ensuring the safe management and reconciliation of money, benefits, and banking for the people we support.
- Work with the DWP, guardians and partner authorities towards manage supported individual benefits and care contributions as required.
- Source contractors, quotations and service resources as required and in line with procurement policy and procedures.

Data Protection

- Point of contact for Risk & Compliance Lead to support the collation of information when required (Subject Access Requests and similar).
- Coach clerical officers and other relevant staff locally to be upskilled around data handling and practice.
- 6 monthly 'spot check' audits of office(s) to ensure they are in line with best practice guidelines around data management.

Recruitment

- Oversee the administration, and support recruitment including the on-boarding process and safer recruitment checks, whilst being a counter-signatory for Disclosure Scotland forms.
- Keep up to date with recruitment best practice and in improving the speed, quality and candidate experience to maximise the people beginning in post regionally.

- Team work with colleagues to get the best possible recruitment outcomes for the region.
- Lead on the recruitment of clerical officer(s) that make up a part of the regional administration team.

Facilities Management & Health and Safety

- Support the management of facilities across the region, arranging property support, liaising with contractors, and organising maintenance checks as requested by regional and service managers.
- Undertaking the role of secondary H & S representative to support the primary reps for the area in undertaking their duties, gathering information and communicating.
- Undertaking H & S audits of the office and check that the audits within residential care homes/day services have been undertaken where appropriate for the purpose of compliance.

Coaching and Leadership

- Promote a positive culture and strong morale in the office and in the region that is aligned to Scottish Autism's values and objectives- acting as a key 'front face' for the organisation regionally externally, internally and for new starts.
- Coach and line manage the Clerical Officers to identify their learning pathway and work towards achieving their objectives providing feedback.
- Offer advice and coaching on administrative and financial procedures to autism support staff within the region when required.
- Actively contribute to local leadership team discussions and meetings regarding administrative processes, reporting on key administrative priorities, providing support, advice and solution-focused outcomes.
- Implement development targets for regional administration support for continuous improvement.

Project Management and Event Support

- Work collaboratively with the managers of the service to support the planning and administration of any local regional events as required.
- Provide administration support for the project management for special projects that may arise from time to time (building developments/property moves/ organisational working groups).

Area Office Management

- Lead the office admin team to act responsively as a first point of enquiry for autism support staff, colleagues from across departments, external agencies, and visitors to the service.
- Maintain a welcoming, efficient, and professional representation of Scottish Autism within the office and in all work communication.
- Ensure professional standards in the running of reception, dealing with phone and in person enquiries.
- Contribute to and maintain effective communication systems and maintain the accuracy of Scottish Autism's digital platforms relevant to the Regional Administrator role.

Training

- Provide administrative and events support for any local training or events within the region.

General Responsibilities

- Demonstrate an understanding of the needs of Scottish Autism and the people we support.
- Actively participate in the coaching and review process, working with your line manager to identify your own individual learning pathway through a process of exploration, feedback and reflective practice.
- Undertake any relevant training including Health and Safety and GDPR training to ensure CPD is maintained.

Skills and Attributes

- To embed and demonstrate Scottish Autism's values, Compassion, Contribution, Collaboration and Change Maker in all aspects of the role.
- To work collaboratively with colleagues and all relevant parties.
- To be confident using IT and sharing information through digital processes.
- Excellent communication, interpersonal and listening skills.
- Excellent organisational and time management skills.
- Ability to work as part of a team and to exercise initiative.
- High levels of accuracy, with excellent attention to detail.
- Highly motivated and adaptable in approach.
- Professional and values based interactions.
- Ability to lead and support a less experienced administrator.

Knowledge and Experience

- Experience developed in a similar or equivalent role.
- Well developed IT skills in Microsoft Office including Word, Outlook, Access & Excel.
- Experience of administrative, database and communication systems e.g. ACP and Access People
- HNC, SVQ or similar in Business and Administration or equivalent experience.
- Knowledge and understanding of DWP/PIP benefits. (Desirable)
- Knowledge and understanding of Disclosure administration processes. (Desirable)