**Recruitment Pack**

**Finance and Administration Assistant**

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**Covering Letter**



30th August 2022

Dear Applicant

**Post of Finance and Administration Assistant**

Thank you for your enquiry about the above post.

You will find enclosed an application form together with a job description and person specification. There is also some background information about the bureau.

In determining which applicants will be interviewed, the Interview Panel will have regard to applicants who best fit the person specification so it is important that you use this as a guide when completing the application form.

We look forward to receiving your application by the closing date of **Friday 16th September 2022** at **5pm** and we would ask that you provide an email address and telephone number where we can contact you day and/or evening.

Yours faithfully,

Lynda MacLean

Operations Manager

**Organisational Profile**



Western Isles Citizens Advice Service is the major provider of information, advice and assistance in the Western Isles.

We are staffed by trained volunteer advisers under the supervision of the management team, and provide responses to clients’ enquiries covering the whole range of social issues. Despite being a generalist service, most enquiries are concerned with matters related to problems of poverty and deprivation.

The local offices are wholly independent and receive their core funding from Comhairle nan Eilean Siar. We are an autonomous body under the control of a local Board of Directors.

We are members of Citizens Advice Scotland (the Scottish Association of Citizens Advice Bureaux) and, as such, must meet specific conditions of membership related to standards of service and other matters.

Enquiries are across a wide range of fields, and clients expect high quality advice and assistance (including representation at tribunals and in Court when appropriate) on what are, at times, highly complex matters. The main enquiries at the present time relate to problems with cost of living including energy, welfare benefits and money; employment; goods and services; housing; and family and personal situations.

*Charity Name: Western Isles Citizens Advice Service*

*Charity Number: SC015018*

**Job Description**



**Job Title:** Finance and Administration Assistant

**Responsible to:** Operations Manager

# Overall Purpose of the Post

Under the direction of the Operations Manager the Administrative Assistant will support the management team on all matters relating to the administration function of WICAS. This will be in accordance with policies and procedures of WICAS, Data Protection legislation and Health and Safety requirements.

**Duties and Responsibilities**

* To prepare and process time sheets and expenses data, be responsible for payroll records and all related enquiries
* To process invoices, ensuring timely payment and refer delays in payment to the Operations Manager
* To monitor financial income and expenditure, including banking and the monthly, reconciliations on all accounts. To ensure that bank activity is accurately recorded and to ensure all monthly financial activity is verified by the Treasurer
* General administration including word processing, photocopying, ordering of supplies and record keeping
* Deal with telephone calls, enquiries, correspondence and keep the Operations Manager informed of any such contact
* Undertake other duties relevant to the post as may be required from time to time by the Operations Manager
* To undertake training as determined by the needs of the service taking account of individual training and development needs, supervision and appraisal sessions and national regulatory requirements

This Job Description is open to review on an on-going basis in line with the changing needs of the service.

**CONFIDENTIALITY MUST BE RESPECTED AT ALL TIMES**

**Successful applicants will be required to sign a form declaring that they have read and understood the Confidentiality Code that applies to this post**

**Person Specification**



|  |  |  |  |
| --- | --- | --- | --- |
|  | *Essential* |  | *Desirable* |
| Knowledge & Experience | 1. Experience of working in an office environment 2. Proven experience of administration support 3. Experience of supporting senior members of staff 4. Experience of dealing with finances, including basic book keeping, bank reconciliation and financial record keeping 5. Full working knowledge of general office procedures, processes, systems and regulations |  | 1. SVQ Level 3 in Office Administration or equivalent 2. Experience of working in a financial setting – including cash handling and banking experience 3. Experience of organising teams of staff for rota allocation and scheduling 4. Experience of assisting in the preparation of reports back to funders and assisting with new funding applications 5. Knowledge of WICAS and experience of working in a third sector setting 6. An understanding of the local network and national agencies. |
| Skills & Abilities | 1. ICT skills, especially in the use of Word and Excel 2. Written and oral communication skills 3. Good Numeracy skills 4. Good organisational skills 5. Ability to prioritise a workload and work to deadlines 6. Empathy, compassion and understanding of social needs |  | 1. Ability to update website, Facebook and other social media channels |
| Other Factors | 1. Accuracy, attention to detail and commitment to high standards 2. Motivated, able to work on own initiative and as part of a small team 3. Understanding of confidentiality 4. Flexible and adaptable |  | 1. Willingness to work some unsocial hours 2. Willingness to help organise out of hours activities 3. Willingness to attend training as and when required 4. Willingness to support manager to develop community networks |

**Application Form**



To apply for this role, please complete this application form and send it to

Lynda MacLean

Operations Manager

Western Isles Citizens Advice Service

Uist Citizens Advice Bureau

Liniclate

Isle of Benbecula

HS7 5PJ

Or by email to

[Lynda.MacLean@uistcab.casonline.org.uk](mailto:Lynda.MacLean@uistcab.casonline.org.uk)

In order for your application to be considered, please ensure you complete all sections of this form. Please do not send in your CV as we will only consider your completed application form.

**Sections**

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# Candidate Details

Please complete your details below:

|  |  |
| --- | --- |
| Title |  |
| Full name |  |
| Previous name(s) if applicable (please include dates) |  |
| Address |  |
| Email address |  |
| Contact telephone number |  |
| Role applied for |  |
| Where did you see the job advertised? |  |

# General Data Protection Regulation

The Western Isles Citizens Advice Service is aware of its obligations under the General Data Protection Regulation (GDPR) and is committed to processing your data securely and transparently. Our Privacy Notice for Job Applicants sets out, in line with GDPR, the types of data that we collect and hold on you as a job applicant, how we use that information, how long we keep it for and other relevant information about your data. A copy of the privacy notice for job applicants can be found attached. It is important that you read this notice so that you are aware of how and why we are using your data. Please check the box below to confirm that you have done so.

**I confirm that I have read, understood and agree to the Privacy Notice for Job Applicants.**

# References

Any offers of employment with The Western Isles Citizens Advice Service are conditional upon receipt of satisfactory references. Please provide below the names and contact details of at least two referees **covering your last 5 years of employment** (include additional boxes if necessary).

If you have been in full-time education during this time, please provide details of where an academic reference can be obtained.

For each reference, please detail the following information:

**Referee 1**

|  |  |
| --- | --- |
| **Name of referee** |  |
| **Job title of referee** |  |
| **Organisation** |  |
| **Address** |  |
| **Email Address** |  |
| **Contact Telephone Number** |  |
| **Dates employed** |  |

**Referee 2**

|  |  |
| --- | --- |
| **Name of referee** |  |
| **Job title of referee** |  |
| **Organisation** |  |
| **Address** |  |
| **Email Address** |  |
| **Contact Telephone Number** |  |
| **Dates employed** |  |

Please note that we will not contact any referees until an offer of employment has been made and your authorisation has been obtained.

# Right to Work in the United Kingdom

All employees must be able to demonstrate that they are legally entitled to work in the United Kingdom.

In order to apply for employment with the Western Isles Citizens Advice Service, you must declare that you have the right to work in the United Kingdom and that, if successful, you will be able to provide the necessary documentation (typically a passport or a birth certificate, together with your National Insurance Number).

By completing this application form, you are declaring that you are legally entitled to work in the United Kingdom.

**Please state below, by selecting the statement that applies to you, if there are any restrictions or limitations on your legal right to work in the United Kingdom.**

|  |  |
| --- | --- |
|  | I confirm that I have the right to work in the United Kingdom without restriction. |
|  | I confirm that I have the right to work in the United Kingdom until \_\_\_\_\_\_\_\_\_\_\_ and I hold the appropriate Visa documentation to confirm this right. I have no restrictions or limitations on my Visa. |
|  | I confirm that I have the right to work in the United Kingdom until \_\_\_\_\_\_\_\_\_\_\_ and I hold the appropriate Visa documentation to confirm this right. I am restricted to (please detail any restrictions or limitations on working in the UK):  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

# Employment History

Please give details of your employment (paid or unpaid) starting with your present/most recent employer and working backwards. Please explain any employment breaks.

**Present or most recent employer:**

|  |  |
| --- | --- |
| Name, full address & telephone number of employer |  |
| Job title |  |
| Dates employed: from (MM/YY) to (MM/YY) |  |
| Final salary |  |
| Notice period (if applicable) |  |
| Reason for leaving |  |

Please give a brief outline of your main responsibilities and achievements:

**Previous employers: Continue on separate sheet and include additional boxes if necessary**

|  |  |
| --- | --- |
| Name, full address & telephone number of employer |  |
| Job title |  |
| Dates employed: from (MM/YY) to (MM/YY) |  |
| Notice period (if applicable) |  |
| Reason for leaving |  |

Please give a brief outline of your main responsibilities and achievements:

|  |  |
| --- | --- |
| Name, full address & telephone number of employer |  |
| Job title |  |
| Dates employed: from (MM/YY) to (MM/YY) |  |
| Notice period (if applicable) |  |
| Reason for leaving |  |

Please give a brief outline of your main responsibilities and achievements:

If you have had any breaks in your employment (for example family commitments, travel and periods of unemployment) please give the dates to and from and a full explanation.

|  |  |
| --- | --- |
| **Dates** | **Reason for break** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

# Qualifications

Please give details of your qualifications below, beginning with the most recent.

**Education:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Dates** | **Institution name** | **Qualification** | **Grade** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Membership of professional bodies:**

|  |  |  |
| --- | --- | --- |
| **Date joined** | **Professional body** | **Category of membership** |
|  |  |  |
|  |  |  |
|  |  |  |

**Additional qualifications:**

|  |  |  |
| --- | --- | --- |
| **Date completed** | **Course** | **Brief description** |
|  |  |  |
|  |  |  |
|  |  |  |

# Personal statement

In this section we would like you to give your reasons for applying for this post. Bearing in mind the job description, please provide examples demonstrating what experience, skills and qualities you would bring to this job. Your statement should not be longer than one page.

# Declaration

I confirm that the information given on this form is, to the best of my knowledge, true and complete. I understand that any deliberate attempt to provide false information to obtain employment is a serious misrepresentation and will lead to rejection, or if employed, dismissal and is likely to constitute a criminal offence.

Signed:

Date:

Print name: