

Application Pack

Service Administrator

Contents:

- Job Description
- Person Specification
- Application Form
- Monitoring Form
- Privacy Notice

Closing Date for Applications: 17th August 2018

Interviews to be held on: 27th August 2018

To reduce administrative costs, unsuccessful applications will not be contacted

JOB DESCRIPTION

Job Title: Service Administrator

Salary: £16,668 per annum (pro rata)

Hours: 18 hours per week

Responsible to: Admin/Finance Supervisor

Main Duties

- Provide admin support to facilitate administrative efficiency of alcohol and drug services within the agency
- Deal with telephone enquiries from the public, external agencies and colleagues
- Processing of Triage referrals via FORT data system
- Process data entries into service databases and produce reports and statistics
- Provide financial support using accounts package
- Maintain appropriate filing systems and ensure all information is secure as laid down by the Data Protection Act
- To participate in supervision sessions and annual appraisal provided by Admin/Finance Supervisor
- Carry out any other duties as Service Manager may request from time to time

PERSON SPECIFICATION
Service Administrator

Experience and Skills required	Essential	Desirable
Qualification in Administration or equivalent level of skills and knowledge gained through working in an office based administrative role	√	
Experience of using Microsoft Word, Excel, Access and Outlook	√	
Knowledge and understanding of database management and the ability to collate data and produce reports	√	
Previous financial support experience such as Sage Accounts package, business banking, etc.,		√
Excellent task management, ability to use initiative and work effectively alone or as part of a team	√	
Good telephone and listening skills and the ability to deal with enquiries in a professional manner	√	
Understanding of Data Protection requirements and ability to work in a confidential environment	√	
Understanding and sensitive approach to the needs of service users	√	

APPLICATION FOR EMPLOYMENT
STRICTLY CONFIDENTIAL

Position applied for

How did you first learn of this vacancy?

Identification details
(block letters please)

Surname	<input type="text"/>	Initial(s)	<input type="text"/>
Address	<input type="text"/>		
	<input type="text"/>	Postcode	<input type="text"/>

Contact No(s)

Email

Education and Training

Please list details of your education and professional qualifications, and any relevant training

Qualifications/ Training	Grade Attained	Date

Employment History

Please give details of all positions held within the last 10 years, including part-time and unpaid work, starting with your current or most recent employer. Continue on a separate sheet if necessary.

Employer's full name & address	Job title/ Key achievements & areas of responsibility	Length of time in job/ Reasons for leaving/

Personal Statement

Using criteria section of the person specification, please give a statement in support of your application stating why you want the job, and why your skills and experience demonstrate you are suited for the post. Continue on a separate sheet if necessary.

[Empty box for writing the personal statement]

References

Names and addresses of **two** referees are required. At least one should be from your present or most recent employer, and should be someone who was employed at a more senior level to yourself. Personal referees will be suitable if you have not been employed previously. (**Please note:** Relatives are not acceptable as referees.).

Name

Name

Position held and relationship to you

Position held and relationship to you

Organisation & address

Organisation & address

Tel. no

Tel. no

Email address

Email address

May we contact this referee before interview?

Yes No

May we contact this referee before interview?

Yes No

Declaration

Are you eligible to work in the UK?

Yes No

The information on this form will be used for recruitment and selection purposes only and all unsuccessful applications will be destroyed twelve months after the closing date.

If it is discovered that you have given any information which you know to be false, or withhold any relevant information your application may be rejected or any subsequent employment terminated.

I confirm that the information contained in this application form is correct.

Signature

Date

Please return completed Application to:

Fife Alcohol Support Service
17 Tolbooth Street
Kirkcaldy
KY1 1RW
Email: enquiries@fassaction.org.uk

Equal Opportunities Form

Fife Alcohol Support Service is committed to the principle of equal opportunities and aims to be an equal opportunities employer. The policy aims to ensure that no job applicant or employee receives less favourable treatment on the grounds of gender, marital status, responsibility for dependants, trade union or political activity or geographic location.

Fife Alcohol Support Service would be grateful for your co-operation to help us ensure that our equal opportunities policy is being carried out satisfactory.

Completion of this form is voluntary and the form will be separated from your application on receipt. If you choose not to complete this form it will not affect treatment of your application. Information you supply will be treated in strictness confidence.

Name _____

Post applied for _____

Gender (please tick) Male Female

Do you consider yourself to have a disability?

Yes No

Please give details if you consider this appropriate. _____

Ethnic Origin

White Pakistani Indian

Black Caribbean Bangladeshi Black African

Black Other Chinese Other

Age

16 - 24 25 - 34 35 - 44 45 Upwards

Thank you for taking the time to complete this form

Fife Alcohol Support Service

Data protection privacy notice (employment)

25th May 2018

This notice explains what personal data (information) we hold about you, how we collect it, and how we use and may share information about you during your employment and after it ends. We are required to notify you of this information under data protection legislation. Please ensure that you read this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

Who collects the information

Fife Alcohol Support Service is a 'data controller' and gathers and uses certain information about you.

Data protection principles

We will comply with the data protection principles when gathering and using personal information, as set out in our Confidentiality Policy.

About the information we collect and hold

The table set out in 0 summarises the information we collect and hold, how and why we do so, how we use it and with whom it may be shared.

We may also need to share some of the categories of personal information set out in 0 with other parties, such as external contractors and our professional advisers and potential purchasers of some or all of our business or on a re-structuring. Usually, information will be anonymised, but this may not always be possible. The recipient of the information will be bound by confidentiality obligations. We may also be required to share some personal information with our regulators or as required to comply with the law.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

Where information may be held

Information may be held at our offices and third-party agencies, service providers, representatives and agents as described above. We have security measures in place to seek to ensure that there is appropriate security for information we hold including those measures detailed in our Data Retention and Disposal Policy, Acceptable Use Policy, and other Information Technology Policies that can be found either in the Employee Handbook or the charity's administration office.

How long we keep your information

We keep your information during and after your employment for no longer than is necessary for the purposes for which the personal information is processed. Further details on this are available in our Data Retention and Disposal Policy.

Your rights to correct and access your information and to ask for it to be erased

Please contact Jim Bett, Service Manager who can be contacted at jim.bett@fassaction.org.uk or on 01592 206200 if (in accordance with applicable law) you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice. You also have the right to ask our Service Manager for some but not all of the information we hold and process to be erased (the 'right to be forgotten') in certain circumstances. Our Service Manager will provide you with further information about the right to be forgotten, if you ask for it.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those

who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to complain

We hope that the Service Manager can resolve any query or concern you raise about our use of your information. If not, contact the Information Commissioner at ico.org.uk/concerns/ or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.

ABOUT THE INFORMATION WE COLLECT AND HOLD

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
Your name, contact details (i.e. address, home and mobile phone numbers, email address) and emergency contacts (i.e. name, relationship and home and mobile phone numbers) <input type="checkbox"/>	From you	To enter into/perform the employment contract Legitimate interest: to maintain employment records and good employment practice	To enter into/perform the employment contract
Details of salary and benefits, bank/building society, National Insurance and tax information, your age <input type="checkbox"/>	From you	To perform the employment contract including payment of salary and benefits Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice	To ensure you receive the correct pay and benefits Information shared with HM Revenue & Customs (HMRC)
Details of your emergency contact e.g. your spouse/partner, next of kin <input type="checkbox"/>	From you	To perform the employment contract.	Information shared with Service Manager, relevant staff and Charity Trustees, and emergency services and your contact.
Your nationality and immigration status and information from related documents, such as your passport or other identification and immigration information <input type="checkbox"/>	From you and, where necessary, the Home Office	To enter into/perform the employment contract To comply with our legal obligations Legitimate interest: to maintain employment records	To carry out right to work checks Information may be shared with the Home Office
Details of your pension arrangements, and all information included in these and necessary to implement and administer them <input type="checkbox"/>	From you, from our pension administrators Fife Council and (where necessary) from your own pension fund administrators	To perform the employment contract including employment-related benefits To comply with our legal obligations Legitimate interests:	To administer your pension benefits AND/OR To comply with our auto-enrolment pension obligations Information shared

		to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice	with our pension administrators Fife Council and with HMRC
<p>Information in your sickness and absence records (including sensitive personal information regarding your physical and/or mental health)</p> <input type="checkbox"/>	<p>From you, from your doctors, from medical and occupational health professionals we engage and from our insurance benefit administrators Central Insurance Services Ltd.</p>	<p>To perform the employment contract including employment-related benefits</p> <p>To comply with our legal obligations</p> <p>Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice, to ensure safe working practices</p>	<p>To maintain employment records, to administer sick pay entitlement, to follow our policies and to facilitate employment-related health and sickness benefits</p> <p>To comply with our legal obligations to you as your employer</p> <p>Information shared with your doctors, with medical and occupational health professionals we engage and with our insurance benefit administrators Central Insurance Services Ltd.</p> <p>For further information, see * below</p>
<p>Your racial or ethnic origin, sex and sexual orientation, religious or similar beliefs</p>	<p>From you</p>	<p>To comply with our legal obligations and for reasons of substantial public interest (equality of opportunity or treatment)</p>	<p>To comply with our equal opportunities monitoring obligations and to follow our policies</p> <p>For further information, see * below</p>
<p>Criminal records information, including the results of Disclosure Scotland and Protection of Vulnerable Groups (PVG)</p> <input type="checkbox"/>	<p>From you and Volunteer Scotland (administrators of PVG)</p>	<p>To perform the employment contract</p> <p>To comply with our legal obligations</p> <p>For reasons of substantial public interest (preventing or detecting unlawful acts, suspicion of terrorist financing or money laundering in the regulated sector)</p>	<p>To carry out statutory checks</p> <p>Information shared with Volunteer Scotland and other regulatory authorities as required</p> <p>For further information, see * below</p>

		and protecting the public against dishonesty)	
Your membership of professional organisations e.g. COSCA, BACP	From you or your professional organisation	To perform the employment contract To comply with our legal obligations Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice	For staff administration Information shared with your professional organisation For further information, see * below
Your trade union membership	From you or your trade union	To perform the employment contract To comply with our legal obligations Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice	For staff administration and to pay trade union premiums and register the status of a protected employee Information shared with your trade union For further information, see * below
Information on grievances raised by or involving you	From you, from other employees, volunteers or clients and from consultants we may engage in relation to the grievance procedure	To perform the employment contract To comply with our legal obligations Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice	For staff administration, to follow our policies and to deal with grievance matters Information shared with relevant Charity Trustees, Service Manager and relevant staff, and with consultants we may engage.
Information on conduct issues involving you	From you, from other employees, volunteers or clients and from consultants we may engage in relation to the conduct procedure	To comply with our legal obligations Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice, to ensure safe	For staff administration and assessments, to follow our policies, to monitor staff performance and conduct and to deal with disciplinary and grievance matters Information shared with Service

		working practices	Manager and relevant staff, relevant Charity Trustees, and with consultants we may engage.
Details of your Continued Professional Development (CPD) including Supervision, Training and Personal Development Records	From you, from other employees and from consultants we may engage in relation to the appraisal/ performance review process	To comply with our legal obligations Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice, to ensure safe working practices	For staff administration and assessments, to follow our policies, to monitor staff performance and conduct and to deal with disciplinary and grievance matters Information shared with Service Manager and relevant staff, relevant Charity Trustees, and with consultants we may engage.
Details of your performance management/improvement plans (if any)	From you, from other employees and from consultants we may engage in relation to the performance review process	To comply with our legal obligations Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice, to ensure safe working practices	For staff administration and assessments, to follow our policies and to monitor staff performance Information shared with Service Manager and relevant staff, relevant Charity Trustees, and with consultants we may engage.
Details of your time and attendance records	From you and Line Managers	To perform the employment contract Legitimate interest: to monitor and manage staff access to our systems and facilities and to record staff absences	For payroll and staff administration and assessments, to follow our policies and to monitor staff performance and attendance Information shared with Service Manager and relevant staff, and with consultants we may engage.
Information regarding your work output	From relevant SharePoint, Phone, Database/FORT Log-in activity	To perform the employment contract Legitimate interests:	For payroll and staff administration and assessments, to follow our

	records.	to maintain employment records	<p>policies and to monitor staff performance and attendance.</p> <p>Information shared with Service Manager and relevant staff, and with consultants we may engage.</p>
Information in applications you make for other positions within our organisation	From you	<p>To enter into/perform the employment contract</p> <p>To comply with our legal obligations</p> <p>Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice</p>	<p>To process the application</p> <p>Information shared with Service Manager and relevant staff, and with consultants we may engage.</p>
Information about your use of our IT, communication and other systems	Automated monitoring of our technical systems, such as our computer networks and connections, email and instant messaging systems, intranet and Internet facilities, telephones, voicemail, mobile phone records.	<p>Legitimate interests: to monitor and manage staff access to our systems and facilities</p> <p>to protect our networks, and personal data of employees and customers/clients, against unauthorised access or data leakage</p> <p>to ensure our business policies, such as those concerning security and internet use, are adhered to</p> <p>for operational reasons, such as maintaining employment records, recording transactions, training and quality control</p> <p>to ensure that sensitive information is kept confidential</p> <p>to check that restrictions on your activities that apply</p>	<p>To protect and carry out our legitimate interests (see adjacent column)</p> <p>Information shared with Service Manager and relevant staff, relevant Charity Trustees and with consultants we may engage.</p> <p>For further information, see ** below</p>

		<p>after your employment has ended (post-termination restrictions or restrictive covenants) are being complied with</p> <p>for security vetting and investigating complaints and allegations of criminal offences</p> <p>for statistical analysis</p> <p>to prevent unauthorised access and modifications to our systems</p> <p>as part of investigations by regulatory bodies, or in connection with legal proceedings or requests</p>	
<p>Details of your use of <u>business-related social media</u>, such as Facebook, Twitter and LinkedIn</p>	<p>From relevant websites and applications</p>	<p>Legitimate interests:</p> <p>to monitor and manage staff access to our systems and facilities</p> <p>to protect our networks, and personal data of employees and customers/clients, against unauthorised access or data leakage</p> <p>to ensure our business policies, such as those concerning security and internet use, are adhered to</p> <p>for operational reasons, such as maintaining employment records, recording transactions, training and quality control</p> <p>to ensure that commercially sensitive information is kept confidential</p> <p>to check that restrictions on your</p>	<p>To protect and carry out our legitimate interests (see adjacent column)</p> <p>Information shared with Service Manager and relevant staff, relevant Charity Trustees and with consultants we may engage.</p> <p>For further information, see ** below</p>

		<p>activities that apply after your employment has ended (post-termination restrictions or restrictive covenants) are being complied with</p> <p>for security vetting and investigating complaints and allegations of criminal offences</p> <p>as part of investigations by regulatory bodies, or in connection with legal proceedings or requests</p>	
<p>Your use of <u>public</u> social media (only in very limited circumstances, to check specific risks for specific functions within our organisation; you will be notified separately if this is to occur)</p>	<p>From relevant websites and applications</p>	<p>Legitimate interests:</p> <p>to monitor and manage staff access to our systems and facilities</p> <p>to protect our networks, and personal data of employees and customers/clients, against unauthorised access or data leakage</p> <p>to ensure our business policies, such as those concerning security and internet use, are adhered to</p> <p>for operational reasons, such as maintaining employment records, recording transactions, training and quality control</p> <p>to ensure that commercially sensitive information is kept confidential</p> <p>to check that restrictions on your activities that apply</p>	<p>To protect and carry out our legitimate interests (see adjacent column)</p> <p>Information shared with Service Manager and relevant staff, relevant Charity Trustees and with consultants we may engage.</p> <p>For further information, see ** below</p>

		<p>after your employment has ended (post-termination restrictions or restrictive covenants) are being complied with</p> <p>for security vetting and investigating complaints and allegations of criminal offences</p> <p>as part of investigations by regulatory bodies, or in connection with legal proceedings or requests</p>	
<p>Details in references about you that we give to others</p>	<p>From your personnel records, our other employees</p>	<p>To perform the employment contract</p> <p>To comply with our legal obligations</p> <p>Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice</p>	<p>To provide you with the relevant reference</p> <p>To comply with legal/regulatory obligations</p> <p>Information shared with Service Manager and relevant staff, relevant Charity Trustees and the recipient(s) of the reference</p>

You are required (by law or under the terms of your contract of employment, or in order to enter into your contract of employment) to provide the categories of information marked '☐' above, to enable us to verify your right to work and suitability for the position, to pay you, to provide you with your contractual benefits, such as Organisation Sick Pay Allowance and to administer statutory payments such as statutory sick pay (SSP). If you do not provide this information, we may not be able to employ you, to make these payments, or provide these benefits.

* Further details on how we handle sensitive personal information (and information relating to criminal convictions and offences) are set out in our Policies in the Employee Handbook available from the charity's administration office.

** Further information on the monitoring we may undertake in the workplace and how we may do this is available in our Acceptable Use of Information Technology Policy, available in the Employee Handbook.