

## **FCIS – Fife Community Interpreting Service**

### **Administrator**

**£16,087 - £18,330**

### **Job Description and Person Specification**

#### **Job Description**

##### **Responsible to**

- Senior and Assistant Senior Administrators

##### **Main duties and activities**

- Assist in the efficient running of the FCIS office
- Intercepting telephone calls, emails and postal requests relating to interpreting and translation work.

##### **Interpreting work**

- Matching requests for interpreting services to the most suitable interpreter using agreed criteria (with support from the Senior Administrator)
- Offering assignments to interpreters by telephone/email
- Contacting service-users to confirm bookings and advise which interpreter will attend
- Asking interpreters to contact ethnic minority clients about proposed meetings/appointments (where appropriate)
- Logging each confirmed appointment in the service's electronic booking system

##### **General**

- Maintaining the office filing system and computer records, including correspondence and work records.
- Dealing with incoming mail and preparing and posting outgoing mail.
- Ensuring adequate stationery supplies, ordering stationery supplies in liaison with Senior Administrator
- Opening the office and locking the office as required.
- Deputising for the Assistant Senior Administrator as required.
- Any other duties relevant to the service.

## Person Specification

Attributes	Essential	Desirable
<b>Experience</b>	<p>Clerical and administrative experience</p> <p>Familiarity with and experience of using Microsoft Office packages (Word, Excel)</p>	<p>Previous experience or working with ethnic-minority led organisations in voluntary or paid capacity</p>
<b>Skills, Abilities and Knowledge</b>	<p>Ability to maintain and update databases. General computer skills including email and database.</p> <p>Maintain confidentiality/security of information.</p>	
<b>Interpersonal and Social Skills</b>	<p>Ability to work in a team</p> <p>Flexible approach to work</p> <p>Effective communicator</p> <p>A good telephone manner</p>	<p>Experience of working in a small office</p> <p>Good mixer in team situations</p>
<b>Health and Physical Attributes</b>	<p>Able to provide a regular and effective service</p>	