

Dear Applicant

Professional Practice Administrator – Mediation (Maternity Cover)

(15 – 21 hours per week)

Thank you for your interest in the above post. Please find attached all the relevant information you will need to complete your application.

To apply, please send us:

- An up-to-date CV
- A supporting statement (max 2 pages) that outlines your interest in our organization and this role, and your fit against the criteria set out in the person specification and job description.
- Details of two people who could provide a reference for you. References would only be taken up with your prior agreement.
- Please also complete the equal opportunities monitoring form which is included in this application pack.

Please e-mail us at diana.sinclair@relationships-scotland.org.uk or by post to:

Private and confidential

Diana Sinclair
Relationships Scotland
18 York Place
Edinburgh EH1 3EP

The closing date for completed applications is **Friday 23rd August 2024** and interviews will be held in person at 18 York Place in Edinburgh on **Thursday 5th September 2024**.

We look forward to receiving your application.

Relationships Scotland

Summary of Key Terms and Conditions

Fixed Term Contract – 11 months for maternity cover

1 month Probationary Period

30 days Annual Leave (pro-rata)

7 Public Holidays (pro-rata)

Pension

Relationships Scotland complies with its employer pension duties in accordance with Part 1 of the Pensions Act 2008 and accordingly operates a Group Personal Pension. If you are eligible you will be automatically enrolled into the scheme at the beginning of the month in which you will have been employed for three months. During the first three months of employment eligible staff may join the scheme on request. If you choose to join the scheme or are automatically enrolled, we will make contributions based on 10% of your basic pay. You may make additional employee contributions and there is no minimum level of employee contribution required to participate.

Job Description: Professional Practice Administrator – Mediation

This job description describes the practical purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently but is not intended as a wholly comprehensive or permanent schedule.

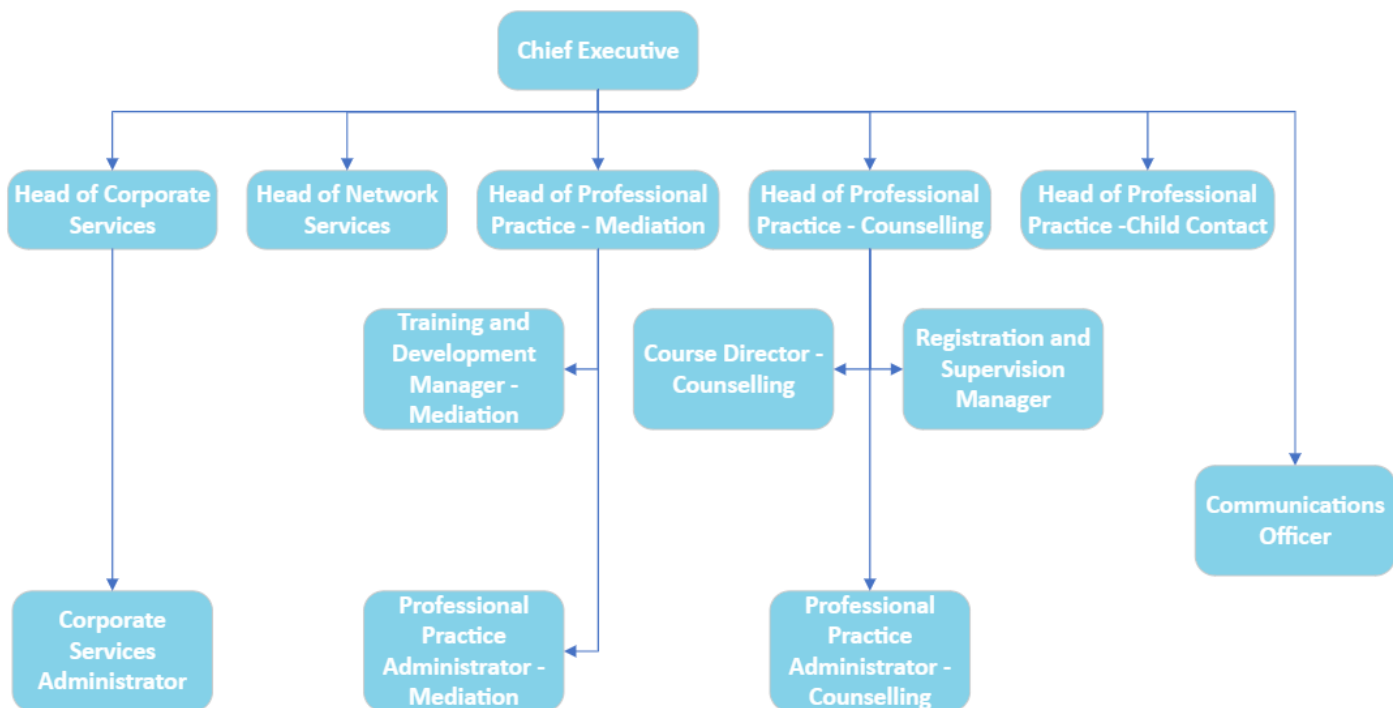
1. Job Details

- Job title: Professional Practice Administrator
- Reports to: Head of Professional Practice for Mediation

2. Overall Purpose of the job

- To provide effective administrative systems and support for the Professional Practice team.

3. Organisational Structure



4. Principal Accountabilities

- Providing administrative support for all members of the Mediation team
- Servicing and taking minutes for the Mediation Practice Committee, in liaison with the Head of Professional Practice for Mediation
- Supporting any other committees as required
- Coordinating administrative support for the core training courses, CPD and other events organized by the Professional Practice team, from advertising through to presentation of awards, including:
- Responding to enquiries from prospective trainees/students
- Assisting in the recruitment and selection process for students
- Being the first point of contact for students and course participants
- Administering all post course paperwork, including evaluations, letters, reports and certificates
- Monitoring and recording student progress up to completion of practice hours
- Maintaining up-to-date student files and CPD lists, including liaising with finance staff on invoicing
- Administering all aspects of the validation of courses with external professional and academic bodies
- Developing and maintaining the Registers of mediators and supervisors
- Administering practitioner accreditation and renewal schemes for mediators and supervisor
- Liaising with member services and others on training and practice issues and responding to queries
- Editing, printing and distributing practice policies, guidelines and other documents as required
- Assisting in the provision of the telephone information line and reception service for Relationships Scotland, receiving incoming calls and enquiries, and welcoming visitors to the office
- Providing general office support, e.g. support for meetings and room bookings, maintaining and upgrading filing systems
- Assisting other support staff to manage workloads during times of high activity

These key tasks are not intended to be exhaustive, but they highlight a number of major tasks that the post-holder may be reasonably expected to undertake.

Additional Context

Every job description in the organization will be subject to a review either:

- On an annual basis at the time of the annual appraisal meetings, or
- As a result of a change in strategic direction, or
- As a result of a team/operational requirements, or
- As a result of agreed performance appraisal needs and objectives, or
- Within six months of appointment

Person specification – Professional Practice Administrator

Attributes	Essential	Desirable
Qualifications	Sound educational background High level IT skills	English Higher or equivalent
Specialist Skills & Experience	Experience of providing an excellent level of service over the phone, in writing, or in person Experience working as part of a team Proficiency in MS Office systems	Minute-taking experience Experience of using excel Website & comms experience
Personal Qualities	Good communicator – both verbally and in writing Professional approach Organisational skills Attention to detail Ability to work under pressure, meet deadlines and prioritise own workload Flexibility and initiative Ability to hold confidential information Commitment to equal opportunities	