Service Administrator (37.5 hours)
Glasgow Services
Fixed term – 31st March 2028

Thank you for your interest in our advert. The following attachments should be available online:

- the job description and the person specification
- a copy of Our Aberlour Values
- An introduction to Our Aberlour with information on the work we do; SSSC registration and relevant policies which affect recruitment
- A copy of our Privacy Policy explaining how we process application data
- Our commitment to diversity and inclusion

Set out below is further information which we hope will assist you in understanding the role and Aberlour terms and conditions of employment.

The service and the role

About Aberlour Glasgow Services..

Aberlour have several Family Support Services which support a wide range of families throughout Glasgow. Our services include:

- Glasgow Family Support Service
- Glasgow Early Intervention Service
- Glasgow Youthpoint
- Glasgow Intensive Family Support
- Glasgow Bridges Partnership
- Glasgow Intensive Perinatal

These services operate from two Glasgow Offices.

Main terms and conditions

Salary - Aberlour's current terms and conditions operate a fixed point salary scale for each post with an opportunity to rise to top point after 3 years' service. For this post the starting salary is £26,747 per annum, rising to £27,683 per annum after 3 years.

Contracted hours
Aberlour's full-time week is currently 37.5 hours. The hours of work for this post are 37.5 hours per week to be worked Monday to Friday 9am -5pm Normal Office Hours. Expected to work the hours across the two Glasgow Offices.

Annual Leave entitlement
Full time employees are entitled to 35 days' leave per year which will increase on an incremental basis over 5 years to 40 days' leave.

The leave entitlement includes an allowance in respect of public holidays. Part time employees receive a pro rata entitlement.

Occupational Sick Pay
We have an occupational sick pay scheme which offers paid sick leave based on your length of service.

Pension
Aberlour offers its employees immediate access to a Group Personal Pension Scheme. This is a defined contribution pension scheme and is currently set up with Scottish Widows. The employer contribution to this scheme is 7% for the first 5 years and then increases to 10%. Employees can decide what they want to pay with a minimum requirement of 3%.
If you do not join this scheme we have an auto-enrolment scheme run by NEST.

Performance Management
All appointments have a minimum four-month probationary period. Aberlour has a strong reputation for excellent service delivery and our ability to maintain and build on this is underpinned by a Performance Management System which incorporates regular supervision and review and which ensures that you and your manager get protected time to discuss your work.

Other information
We have a number of policies designed to ensure the safety and well being of both workers and service users which are backed up by our training programme, e.g. child protection and health and safety. Aberlour promotes equal opportunities in all that it does and this is underpinned by our Equal Opportunities and Diversity Policy and Respect and Dignity at Work Policy.

Safer Recruitment

Aberlour is committed to the safeguarding and welfare of all its children, young people and families and will therefore pursue a thorough and rigorous recruitment and selection process to ensure that this commitment is not compromised and that the services which Aberlour provides are of the highest standard and enable all service users to achieve positive outcomes in their lives.

Please note that where relevant to the post applied for, at interview you will be asked questions, in order to explore issues relating to the safeguarding and promotion of the welfare of vulnerable people.

Pre-employment checks

We will request a PVG Scheme or disclosure check from Disclosure Scotland as required for the post. Where a job will involve regular and unsupervised contact with children and young people under the age of 18, this check will advise us whether an individual is on the list of people disqualified from working with children. As you will appreciate, Aberlour must not knowingly employ people on that list in child care positions.

Further information about the PVG Scheme can be found on the Disclosure Scotland website at www.disclosurescotland.co.uk. A copy of our policy on the recruitment of ex-offenders is enclosed, and our policy covering the safe handling, use, storage, retention and disposal of disclosure information is available on request from the Human Resources Team.

We will require to take up a minimum of two appropriate references. Please note that Aberlour does not deem the following as suitable referees or references:

- Open "to whom it may concern" style references
- Testimonials
- Character References
- References received directly from the candidate
- References from peers
- References received by telephone
- Incomplete references
- References which do not provide the information requested
- References not on headed paper or accompanied by documentation which verifies the organisation's identity.
- References which refer to less than three months employment
- References from relatives

Please note this list is not exhaustive.

We may also where appropriate obtain a health report and we will check all original documents proving your qualifications, identity and immigration and nationality status and check appropriate Registers such as the SSSC, GTC and NMC before you can start work with us.

National Insurance Number

If you are not in receipt of a National Insurance number contact either DWP Homepage - Department for Work and Pensions or telephone the National Insurance registration helpline on 0845 915 7006 to register. Opening hours are 08:00 to 17:00 Monday to Friday.

Guaranteed Interview Scheme

"We are committed to Equal Opportunities and actively encouraging applications from disabled people"

What does the scheme offer?

The aim of the Guaranteed Interview Scheme (GIS) is to provide disabled applicants with an opportunity to demonstrate their abilities beyond the initial application stage. Disabled applicants will be offered an interview providing they meet the minimum criteria for the job.

By 'minimum criteria' we mean that you must provide us with evidence in your application form which demonstrates that you generally meet the level of competence required for each essential criteria, as well as meeting any of the qualifications, skills or experience defined as essential.

Who is eligible for the scheme?

To be eligible for the Guaranteed Interview Scheme you must be considered as disabled under the Equality Act 2010.

The Act says that a person has a disability if they have a physical or mental impairment which has a long-term and substantial adverse effect on their ability to carry out normal day-to-day activities. Physical or mental impairment includes sensory impairments such as those affecting sight or hearing. Long-term means that the impairment has lasted or is likely to last for at least 12 months or for the rest of the affected person's life.

If you want to apply for the Guaranteed Interview Scheme please complete and return the appropriate form and return with your application form.

Please note that declaring a disability for the purpose of qualifiying for the GIS is your decision and is entirely voluntary.

How we use your personal information

The information which we gather from you during the recruitment and selection process is retained and processed in accordance with the provisions set out by the General Data Protection Regulations.

Please note that by submitting an application for employment, you are also agreeing to Aberlour processing such information as may be necessary to assess your application, provided that proper regard is had to the data protection principles in force.

If your application is successful, the information you provide will be retained and will form part of your personnel file. If you are not offered work with Aberlour, all documentation

related to your application will normally be confidentially destroyed after a period of six months.

How to Apply

If you are interested in joining us, please upload your current CV and supporting statement that includes details of your own values and how they impact you at work (if you experience any problems please email jobs@aberlour.org.uk).

We look forward to hearing from you. In the meantime, should you have any queries, please do not hesitate to contact us. Our office hours are Monday to Friday, 9 am to 5pm but out with those times you can leave a message or e-mail us.

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aberlour
scotland's children's charity





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