JOB DESCRIPTION

This job description is not intended to be an exhaustive list of your responsibilities. We reserve the right to require you to undertake such other tasks or duties, as may be appropriate to your status, experience and capability. We reserve the right to transfer an employee from one job to another and from one department to another, subject to capability, in order to benefit the efficient operation of the business.

JOB TITLE: Making Justice Work Administrator (PT 20 Hours)
SALARY: £23,587 (pro rata)

MAIN PURPOSE OF THE JOB:
The postholder will be responsible for the delivery of administrative activities on behalf of the Making Justice Work Project including compliance and monitoring of project partner activities, dealing with referrals and promotion of the project.

WHO THEY ARE RESPONSIBLE TO: Housing Advice & Advocacy Manager

MAIN TASKS OF THE JOB:

- Work on behalf of Making Justice Work partners (Frontline Fife, Fife Law Centre and Citizens Advice & Rights Fife) to raise awareness of the service.
- Process incoming referrals to the Making Justice Work Project.
- Co-ordinate Steering Group communications and contacts (including organisation of meetings).
- Maintain accurate records and performance data to evidence client outcomes and compliance requirements.
- Gather and compile client satisfaction feedback to help inform quality assurance and continuous improvement.
- Complete quarterly returns and communicate findings to the Scottish Legal Aid Board on behalf of partners.
- Work flexibly to ensure a full service is maintained across the partnership.
- Participate in service reviews and SNSIAP audit process.

CONTINUOUS PROFESSIONAL LEARNING, DEVELOPMENT AND HEALTH & WELLBEING:

- Take ownership of one's own continuous professional development and learning as set out in FLF's Supervision and Appraisal programme.
- Put into practice effective skills which promote inclusion, strength based working, and trauma informed delivery.
- Be committed to promoting safety-first practices to assure safety, wellbeing, selfcare and safeguarding for all.

All staff have a duty to protect supported individuals from abuse and to report any concerns immediately to their line manager or other management staff and to work in accordance with the Protection of Vulnerable Groups (Scotland) Act 2007 and Data Protection/GDPR legislation. This role will be reviewed under the Disclosure (Scotland) Act 2020 (updated August 2026) legislation and therefore any employee holding this role may be subject to Disclosure Checks or PVG membership requirements prior to taking up the role.

Employee Signed: …… **Date:** ……
Employer Signed: …… **Date:** ……

PERSON SPECFICATION

Attributes	Essential	Desirable
Experience	• Strong track record of providing administrative support. • Experience of data monitoring/data quality. • Experience of working to contractual and performance requirements.	• Experience of working in the Third Sector. • Experience of partnership working. • Experience of project management.
Education, Qualifications & Training	• Educated to HNC or equivalent in a related discipline.	
Skills, Abilities & Knowledge	• Ability to work independently and as part of a wider team. • Proficient in the use of Microsoft Office/Excel. • Strong organisational skills with an attention to detail. • Ability to multi-task and work to strict deadlines.	• Knowledge and ability to embed Trauma Informed Principles • Understanding of Quality Assurance and Audit. • Full Valid Driving License and access to own transport (with business insurance) or otherwise be able to travel throughout Fife.
Interpersonal & Communication Skills	• Able to proactively seek advice/support and learn from others. • Ability to communicate across partners and establish positive relationships across project stakeholders. • Able to maintain professional boundaries and uphold confidentiality. • Able to proactively seek avice and support from others.	• Able to proactively seek advice and gain support from others.
Value Base	• Commitment to the principles and practice of continuous improvement. • Commitment to achieve and celebrate successes • A belief in and evidence of upholding inclusion, fairness, respect and honesty at work.	