



Job Description

Job title	Clerical and Administration Assistant Fixed Term Initially to March 2028
Salary Scale	Lanarkshire Carers Salary Grade 2, SCP 5 - 7 Workplace Pension Scheme available
Hours	35 hours per week over 5 days - with flexibility to include occasional include evenings and weekends. This post could also be considered for part time hours.
Location	Post holders at Lanarkshire Carers are based between Lanarkshire Carers Centre: Hamilton and/or Airdrie and localities throughout Lanarkshire. This post will be Lanarkshire Carers Centre based, with the main location being Hamilton and occasional travel to Airdrie required. Working from home/hybrid working may also be required however this post will be not be part of the current hybrid working arrangements. All staff work on an outreach basis in community, health and social care venues across Lanarkshire.

Background to Lanarkshire Carers Centre Ltd – operating name Lanarkshire Carers

Lanarkshire Carers works with and for carers to develop and deliver outcome-based support that make a positive difference to the lives of carers in Lanarkshire.

The vision of Lanarkshire Carers is underpinned by a commitment to place carers at the heart of the organisation and ensure that our services are effective and accessible regardless of personal circumstances or caring situations.

Lanarkshire Carers delivers a comprehensive range of information, advice and support services. The work is delivered from our carers centre in Hamilton, which is also our registered office, carers centre in Airdrie, and in locality settings throughout Lanarkshire.

The mission statement of Lanarkshire Carers is to ensure that carers in Lanarkshire are identified, engaged, well informed, involved, supported, and empowered.

We are committed to achieving the following with and for carers in Lanarkshire:

- **Member (Carer) Led and Person-Centred:** Carers are identified and engaged, well-informed, involved, supported, and empowered to manage and sustain their caring roles.
- **Recognised and Valued:** Carers are recognised, aware of their rights and valued as equal partners in care.
- **Increased Awareness:** Communities and partner organisations are aware of carers and the issues that impact them.

- **Early, Ongoing and Anticipatory:** Preventative, practical, and emotional support is available to carers at an early stage and throughout their caring journey.
- **Skills, Knowledge and Peer Support:** Carers receive training and development relevant to their caring role.
- **Carer Breaks:** Carers can access breaks from their caring role and enjoy a life outside caring.
- **Equal Partners:** Carers have a voice that is heard, listened to, and effective.

The organisation is a registered charity, a company limited by guarantee, and an affiliated network partner of the Carers Trust. Lanarkshire Carers is governed by a voluntary Board of Directors most of whom are carers.

Main Purpose of the Job

Reporting to the Carer Services Assistant Manager, the Clerical and Administration Assistant (CAA) will provide support to the Business Administration team and CEO to ensure the smooth governance, management and operation of the organisation.

The post holder will support the delivery of Lanarkshire Carers services and business requirements, working collaboratively with other team members as and when required.

The post holder will work closely with staff, volunteers, carers and partner organisations and help to develop, plan and deliver comprehensive information, advice and support services for carers in Lanarkshire.

Responsibilities of the post

- Provide clerical and administrative support, dealing with communications, enquiries, scheduling and organising responses and effectively.
- Act as a contact for the CEO, Business Administration Support and Short Break Bureau team and provide assistance to staff across the organisation.
- Provide administrative support for meetings including booking rooms, managing diaries, taking and preparing minutes and drafting agenda.
- Provide support and administration relating to facilities, premises and centre services.
- Contribute to maintaining human resource records, volunteer and board member records, including staff personnel files, attendance, absence and leave.
- Contribute to the administrative support to recruitment, selection and appointment processes within the organisation.
- Assist with document and data management, the review and maintenance of server folder structure, storing and archiving information and documents appropriately, ensuring compliance with records management, archiving and retention procedures.
- Assist with compliance and delivery of all aspects of the financial procedures and administration, including supporting the Short Break Bureau, Information Team and Carer Grant Processing, cash handling, petty cash, banking, acknowledging and

issuing receipts for donations, grants and fundraising. Process invoices and update grant management systems. Currently using QuickBooks and Process Street.

- General office and accommodation management responsibilities including overseeing and ordering office supplies, equipment and arranging all requirements for meetings and other activities.
- Prepare documents and reports as required, present qualitative and quantitative information for reports using a range of tools including graphs and charts.
- Support and participate in the delivery of Lanarkshire Carers services including responsibility for specific work areas and functions within the organisation and representing the organisation when required.
- Manage confidential information.
- Adhere to all policies and procedures of Lanarkshire Carers.
- Contribute to team meetings, working groups, activities and events.

This job outline is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but, while some variation can be expected in particular duties. The outline is considered to provide a reasonable general description of the post.

Clerical and Administration Assistant Person Specification

	Essential	Desirable
Qualifications and Training	Lanarkshire Carers is committed to providing the right person with learning, development and experience in this clerical and administrative role.	Good standard of general education.
Work Experience	Lanarkshire Carers delivers direct contact with carers to help meet their information needs, previous relevant work or volunteer experience would be advantageous. Understanding of or experience in delivering clerical and administration support relevant to the responsibilities of the post outlined above.	Experience of the voluntary sector Experience of carer services
Knowledge, Skills and Ability	Good interpersonal skills, with the ability to communicate with a diverse range of people, establishing and maintaining effective working relationships Ability to/willing to learn: • Proficiently use Microsoft Office suite. • Undertake a methodical, organised and flexible approach to work whilst prioritising workload to meet deadlines. • Design and process a wide range of documents to high standards whilst paying attention to detail. • Develop and implement effective office systems. • Maintain a high level of confidentiality and discretion at all times.	Awareness and understanding of the issues affecting carers

	• Work individually and as part of a team, motivate others and use own initiative. • Problem solve and find solutions.	
Personal Attributes	Commitment to the values of the organisation and providing quality services. Appreciation and sensitive approach towards the needs and issues faced by carers is crucial. Responsible and professional manner. Self-motivated, enthusiastic and willing to learn. Approachable and helpful manner. Flexibility and willingness to adapt to change. The highest degree of honesty and integrity.	
Other	The post entails work with vulnerable people and the post holder will require a registered membership of the Protection of Vulnerable Groups Scheme (PVG) for Adults. Ability and willingness to work flexible hours (occasional evening / weekends) to meet needs of the organisation. Able to travel to, locations throughout Lanarkshire.	Driving Licence and daily access to a car

Reviewed July 2026