



Recruitment Pack

Administration Officer

Tenants Information Service

April 2022

Your experts in housing, community development, and engagement practice. We are committed to influencing change and strive for an active, inclusive, and just Scotland with strong, equitable, and sustainable communities.

Our aim is simple, we want to change housing in Scotland for the better.



Introduction

Welcome to the TIS recruitment pack for the role of **Administration Officer**, focused on the **East Lothian Tenants' and Residents' Development Support Project**.

Within this pack, you will find information about TIS, an outline of the role and person specification, how to apply, and important dates to note.

To be considered for the role of **Administration Officer**, we ask that you **fully complete the list of recruitment forms below** and return to TIS at PKing@tis.org.uk by **5:00pm on Thursday 28th April 2022**.

- Application form
- Equal Opportunities form
- Criminal Convictions form

The recruitment forms are available to download on the TIS website at
↘ <http://tis.org.uk/current-vacancies/>

Thereafter, you will receive acknowledgement of your application.

If you have any questions relating to the role, or would like further information, please contact **TIS Development Officer, Patsy King** at:

T: 07584 474 934

E: PKing@tis.org.uk

About TIS

TIS are experts in housing, community development, and engagement practice.

As a National Membership Organisation, with over 200 tenants, community, and housing organisation Members, we are committed to influencing change and strive for an active, inclusive, and just Scotland, with strong, equitable, and sustainable communities.

Our aim is simple, we want to change social rented housing in Scotland for the better.

↘ www.tis.org.uk



What we do

Our expert team supports communities and housing organisations to work together to develop **effective solutions and services**.

Engage

- We deliver independent advice, training, and support to tenants, communities, and housing organisations to work together more effectively.
- We pioneer and inspire innovative tenant participation, community engagement, and scrutiny practice throughout Scotland.

Influence

- We work with the Scottish Government, Scottish Housing Regulator (SHR), and key decision makers to influence national housing policy, legislation, and practice.
- We work to ensure our members views are heard to shape and influence housing and community learning, and policy development.

Change

- We provide practical training and support to develop and implement strategies to ensure tenants and communities are involved, and their voices are heard.
- We believe that by working together, we can plan more effectively to deliver high quality and affordable housing, and wider services that meet the needs of our diverse and flourishing communities.



Core values

The TIS core values support our vision, shape our culture, and reflect what we believe in as an organisation. They **are the essence of our identity and provide the framework to how we engage** with our staff team, tenants, communities, and housing organisations alike.

Integrity

We believe that trust is fundamental. We are honest, open, and respectful.

Excellence

We uphold the highest standards across all areas of work to provide excellent services and outcomes that provide value for money.

Partnership

We support communities and housing organisations to work together to nurture, grow, and develop effective solutions and services.

Innovative

We find creative approaches to encourage communities and housing organisations to work together to get things done.

Independent

We support our key partners, members, and customers to set your own agenda.

Empowering

We are committed to develop individual and organisation's individual's skills, confidence, and knowledge.

How we are managed

TIS Board Directors are ambassadors for the organisation. They are responsible for **providing leadership, monitoring performance, agreeing on the strategic direction** of the organisation, and ensuring its long-term success.

Our people

Our expert team is **committed and trained to the highest level** to provide the best possible advice, support, and training services to tenants, communities, and housing organisations across the Scottish social rented housing sector. At present we have a team of 8. We also have a group of Associates.



Our offices and development support projects

The TIS head office is based in the city centre of Glasgow.

We currently manage three development support projects in East Ayrshire, East Lothian, and South Lanarkshire. These projects are a partnership between the Council, local tenants and TIS.

The role of Administration Officer will be based in our project office at: 47 Bridge Street, Musselburgh, EH21 6AA.

Additional information on our development support projects can be found at:

↘ <http://tis.org.uk/development-support/>

East Lothian Tenant and Resident Development Support

The **East Lothian Tenant and Resident Development Support Project** was established in 2002, and is a partnership between East Lothian Council, East Lothian Tenants and Residents Panel, and TIS. The Project is funded by East Lothian Council.

Project aims:

Aim 1: To provide development support for the development local tenants and residents groups

Aim 2: To provide development support for the development of informal tenant participation structures that enable participation by an individual as well as tenants and residents' groups

Aim 3: To provide development support for the development of East Lothian Tenants and Residents Panel (ELTRP) to effectively represent the needs of tenants and negotiate on their behalf in relation to local and national housing and related issues.

Aim 4: To provide development support and guidance to tenants and others involved in various tenant scrutiny activities.

Since its inception in 2002, TIS has successfully been awarded the contract to deliver the East Lothian Tenant and Resident Development Support Project in subsequent procurement processes, **with the latest contract having been awarded to TIS to continue to provide the service until 31st March 2023.**

The Project is managed by a TIS Development Director and is staffed by a full time Development Officer and full time Outreach Officer. The part time Administration Officer will complete the staff compliment for the Project.

About East Lothian Tenants and Residents Panel

East Lothian Tenants and Residents Panel was established in 1999. The Panel represents tenants' and residents' organisations throughout East Lothian on the key issues that affect them.

The Panel works in partnership with East Lothian Council and Registered Social Landlords to further develop tenant participation and tenant scrutiny opportunities and practice. The key principle of tenant participation is that the ideas, actions and views of local communities are vital to decisions making processes and should be central to the development of housing and related services.

Managed by an Executive Committee of 12 people who are democratically nominated by member organisations, the Panel is the umbrella organisation in East Lothian that aims to strengthen and unify the voices of local tenants and residents' groups.

Project Monitoring

The work of the project is agreed and monitored by a Project Monitoring Group made up of representatives of East Lothian Tenants and Residents Panel, East Lothian Council Officers, the project Development Officer, Outreach Officer and the TIS Development Director.

We believe **that this post presents an excellent opportunity for the successful candidate to work in a positive environment** in partnership with tenants and residents and East Lothian Council to enhance continued developments in tenant participation across the authority.

The successful candidate will have the opportunity to develop their administration skills, and to develop their knowledge of IT packages, reception duties, events organisation and effective office operations including health and safety.

Further, the post requires a candidate who can work on their own initiative, under pressure, and meet challenging deadlines.

Job Description

Role title:	Administration Officer
Location:	Local Project based in Musselburgh, East Lothian (with flexibility to work from home when appropriate)
Hours:	Part time – 16 hours per week
Role Reports to:	Assigned Project Officer
Contract terms:	This post is funded for a fixed period until 31st March 2023. There may be scope for an extension of the project beyond this period.

Role Purpose: Overview

The Administration Officer's key responsibilities are to provide administrative support to the local TIS Development Project Officers to meet the aims and objectives for the project.

Core Accountabilities

- Creating and copying documents using word processing, presentation, desktop publishing, spread sheet and database computer software (Microsoft Office).
- Designing advertising and other literature for training seminars and conferences using desktop publishing software.
- Copying, collating, and distributing newsletters, training packs and mailings.
- Preparing agendas and take minutes of meetings of, and its committees and other meetings where relevant.
- Preparing business letters and reports to support the work of the Project.
- Providing telephone reception for within the office and deal with general enquiries from tenants and outside agencies and requests for information.
- Assisting with the organisation of training events and conferences, open meetings and other events which will include processing delegate bookings, venue bookings, venue facilities, catering arrangements and special needs requirements.
- Maintaining the petty cash system and co-ordinate stationery orders.
- Keeping records for monitoring and evaluating the TIS Development Support Project.
- Updating information on the project's web site and other social media.
- Maintaining the office filing systems.
- Undertake relevant training, learning and development opportunities as required.
- Provide administration support, as part of a team, at agreed national TIS events.
- Assist the Treasurer and Development Officer to maintain the accounts of the East Lothian Tenants and Residents Panel.
- Data entry, updating records and operating the Project's Microsoft access database.
- Maintaining and updating information within the Projects' Resource Library.
- Update information for the Project's website and social media.

Please note: These key tasks are not intended to be exhaustive, but they highlight several major tasks that the post-holder may be reasonably expected to undertake.

Essential Qualifications and Experience

Qualifications

- Appropriate knowledge and experience of administrative systems and procedures.
- An advanced understanding and working knowledge of Microsoft Office including Word, Access, Excel, PowerPoint and Publisher, Internet and Outlook Express.

Experience and Skills

- Experience of administrative systems and procedures.
- Skills such as numeracy, IT, communication skills (both verbal and written), interpersonal and organisational.
- Updating and maintaining websites.

Personal Qualities

- Highly motivated, able to work on own initiative.
- Able to relate well to the public, volunteers, and staff at all levels.
- Highly organised and able to work under pressure, working to short timescales and deadlines.
- To be able to work as part of a team.

Desirable Qualifications and Experience

Qualifications

- HNC level in Public/Business Admin or other appropriate qualification.
- Experience of direct work with voluntary groups/the public.
- Experience of arranging training seminars and events.

Personal Qualities

- Should be comfortable within a challenging and fast-moving environment.

Experience and Skills

- Minute Taking.



Terms and Conditions

Office base

The East Lothian Tenants and Residents Panel Office, 47 Bridge Street, Musselburgh, EH21 6AA. The post holder will also be required to undertake TIS duties in locations out with East Lothian. TIS embraces a hybrid working model and as such, staff are expected to work from home and office when appropriate.

Salary

The salary is £21,000 pro rata (16 hours is £8,726).

Hours of work

16 hours per week. The post holder must be able to participate in regular evening work and occasional weekend work as some of the project work takes place in the evening and in locations out with East Lothian.

Pension

TIS offers its employees a private pension scheme and contributes 9% of staff salaries to the fund. You are required to make a personal contribution of at least 5% to the pension scheme. Please note, employees can opt out of the pension scheme.

Overtime and time off in lieu

There are no contractual rights to overtime. A time of in lieu (TOIL) system is operated which should be agreed with your line manager.

Subsistence

Payment available for subsistence incurred.

Annual leave

You will be entitled to 25 days paid annual leave (pro rata), plus public holidays.

Contract term

This post is funded for a fixed period until 31st March 2023. There may be scope for an extension of the project beyond this period.



How to apply

If you are interested and wish to be considered for the role of **Administration Officer**, you should complete an application form; equal opportunities form; and criminal convictions form and submit to **PKing@tis.org.uk** by **5:00pm on Thursday 28th April 2022**.

The recruitment forms are available to download on the TIS website at
↘ <http://tis.org.uk/current-vacancies/>

The closing date for applications is 5:00pm on Thursday 28th April 2022

The recruitment processes

All applicants will receive acknowledgement of application.

It is anticipated that interviews will take place in-person **on Tuesday 10th May 2022**, at the East Lothian Tenant and Resident Panel local project office at: **47 Bridge Street, Musselburgh, EH21 6AA**.

We may be able to offer some degree of flexibility around this date if you are unavailable to attend. **Thereafter, applicants will be notified on the outcome of their application.**

Additionally, the successful applicant will be required to complete a Basic Disclosure prior to commencing their role.

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