



Job Vacancy – Junior Business Administrator Assistant x 8

About the Business:

Workforce Creation is a newly formed Social Enterprise, Social Firm and a Supported Business based in Glasgow. We are 100% staffed by people with disability who have a perceived barrier to employment and where 75% of our staff are on the autistic spectrum. Our primary aim is to help remove employability disadvantage faced by people with disability and aim to run initiatives focusing on people of all ages. We invest in the development of our staff to the highest standard to help achieve the business objectives.

The organization offers online capability to 3rd sector orgs at subsidised rates and we are funded by Glasgow City Council and in some cases offering free services to smaller 3rd sector organizations. We also provide support services through outsourcing activities.

By offering internships in Web Development and Business Administration and other business related educational training we aim to increase the chances for our internees who are usually highly educated and younger candidates who have never had the opportunity to work despite their educational attainment. We aim to help create sustainable employment for people with perceived barrier and to boost capability through our community with our current Workforce Creation initiative. To this end we work with the community to place our staff across sectors giving access to work experience ultimately with the opportunity develop further for their specialist area.

We are currently recruiting for our next Technical Internship for Junior Business Administrator Assistants for either 26wks or 52 wk posts undertaking a Foundation Technical A Team Model Internship with the prospect of possible progression to Advanced level for exceptional internees at after 13 weeks. These are part time educational employment posts.

Our recruitment process is informal and takes place via an Open Day where you can come along and find out more about the organization and the internship. If you think this is something you would be interested in then please read on.

To apply please ask an Employment Advisor to refer you confirming that you meet the access criteria for this role.

Junior Business Administration Assistant x 4

The purpose of this role is to work closely with the CEO of the business to provide a high level of administration and customer service to ensure delivery of the business mission and objectives and to help achieve successful outcomes.

We are offering a Foundation Internship in Business Administration consisting of an initial 13 weeks period training and up-skilling with possible extension to an additional 3 months internship in Business Administration for those who excel during the foundation period.





Job Vacancy – Junior Business Administrator Assistant x 8

We require someone who thrives while working in a fast paced environment. The role requires a professional, all round “**can do**” attitude with ambition and drive to support the continual development of the business and who is able to self manage workload. You will also enjoy working with less experienced staff to support their development so that they can assist you in your daily function.

You will be fully trained and developed to hopefully follow a career in Business Administration and we will work hard to help you remain on a sustainable employment path where we think that you are ready.

What will this role entail?

The successful candidate will be accountable to the CEO and responsibilities that include:

:

- Support and assist the CEO and the Business Administrator
- Support and mentor less experienced staff where required
- Assist in the daily administration including arranging appointments
- Marketing and SEO
- Researching various topics for the CEO
- Front facing role and liaise fully with customers and clients (part of your time will be spent at reception receiving clients and dealing with office administration)
- Customer Relationship Management (CRM) – Dealing with full cycle customer needs including responding to queries and accounts enquiries
- Assisting in the book keeping using accounting system (all aspects)
- Credit Control and Evaluation
- Preparation and production of periodic reports
- To maintain in-house database and other key systems we rely on
- Meeting and greeting of visitors
- Take incoming calls, to action or redirect
- General office administration and filing, mail and general office upkeep
- Assisting in the development and in the delivery of client portfolio of works
- Team working and project management
- Any additional duties requested

This list is sample of some of the daily duties you will encounter within the role but is not exhaustive. A full training program is available to the successful candidate as this role will be developed as a key role for this growing business. **Please note that full training will be given.**

Clients should have the following experience and attributes: (**E**=Essential **D**= Desirable)

- Determination and a ‘can do’ attitude **E**
- HNC in Secretarial Studies, Business Management or other business related qualification or relevant experience **E**





Job Vacancy – Junior Business Administrator Assistant x 8

- Excellent communication skills, interpersonal skills with the ability to work on own initiative or part of a team. A smart appearance as this is a front facing role **E**
- Excellent telephone manner **E**
- Administrative experience within a busy office environment **E**
- IT literate in excel and word **E**
- Good organisational skills with the ability to multi task, self-manage and prioritise workloads **E**
- Experience with CRM, ecommerce and other online software **D**
- Experience in Branding and Marketing **D**
- Previous experience within the social enterprise or charitable sector **D**
- Previous experience marketing **D**
- Customer care experience and CRM exposure **D**
- Experience with automated accounting system such as Sage and some book keeping experience **D**
- Ability to work collaboratively to achieve objectives **D**
- Excellent problem solving skills and attention to detail **D**

Expected Start Date: 5th Oct 2015

Initial 13 wk Element (16 hours per week) to include induction and assessment for the right role for you (4 wks). Advanced Internship considered upon satisfactory completion of the FoundationThe Internship will be based in our city center office at 38 Queen Street, Glasgow, G1 3DX. Rate of pay based on age :-

Rate of Pay :

18yr - £3.79 per hour

18-20yr - £5.13 per hour

21yr - £6.50 per hour

(to be paid per contract terms)

Possible progression:

Continued Internship additional 13 wks and hourly rate dependent on age and experience





Job Vacancy – Junior Business Administrator Assistant x 8

Typical Working Hours – 8.30 – 5.15 hours (16 hours per week) Monday and Wednesday

Open Day – TBC – Provisional Dates: 17th Sept 2015 9.30 -12.30, 2.00 – 4.30.

Stage 1

The recruitment process will start upon receipt of an application from a prospective client. We ask that you seek assistance from an Employment Advisor from DWP or via a charity you may be linked with asking them to refer you. Please ensure that you provide a covering letter, a completed Base Information Sheet and an updated CV as we use this information as part of the registration and shortlisting process. Demand is high so we will review clients looking for best match to the job specification when preparing a short list of candidates to be invited to take part in our informal Open Day.

Successful shortlisted candidates will be invited by email/telephone to attend an open day to find more about the initiative.

Stage 2

Candidates attending the Open Day will be interviewed in an informal setting and successful applicants will be advised in writing soon after subject to receipt of satisfactory references.

Direct Application – Direct Applications are welcome but we would be looking to verify your position in relation to meeting the access requirements. Please contact us by email at recruit@workforcecreation.org if you wish to submit a direct application.

Referral - If you have a suitable candidate please email us at recruit@workforcecreation.org providing an up to date CV and a completed basic information template form. Please also confirm that your candidate meets the criteria for this placement.

Note – Please note that the access requirements are stringent and we ask that only candidates with the relevant work/educational requirements and with perceived barrier are put forward for this Internship. Thank you.

Independence Initiative – This is as much an independence initiative as it is about up-skilling so we would ask that where possible candidates attending do so on their own.

Closing Date – The closing date for submitting CVs is 15th Sept 5pm and successful candidates will be notified if they have been shortlisted to attend the open day.

