**Recruitment Pack**

**Project Administrator**

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**Covering Letter**



August 2025

Dear Applicant

**Post of Project Administrator**

Thank you for your enquiry for the post of Project Administrator with the Western Isles Citizens Advice Service (WICAS).

You will find enclosed an application form and job description. There is also some background information about the service.

In determining which applicants will be interviewed the Interview Panel will have regard to applicants who best fit the job description and person specification, so it is important that you use this as a guide when completing the application form.

We look forward to receiving your application by the closing date of 29th August 2025 and we would ask that you provide an email address and telephone number where we can contact you day and/or evening.

Yours faithfully,

**Kenny MacLeod**

**Service Coordinator**

**Organisational Profile**



The Western Isles Citizens Advice Service is the major provider of information, advice and assistance in the Western Isles.

We are staffed by trained volunteers and paid advisers under the supervision of the management team and provide responses to clients’ enquiries covering the whole range of social issues. Despite being a generalist service, most enquiries are concerned with matters related to problems of poverty and deprivation.

We cover the whole of the Western Isles with offices in Lewis, Harris, Uist and Barra. Our core funding is received from Comhairle nan Eilean Siar. We are an autonomous body under the control of a local Board of Directors.

We are members of Citizens Advice Scotland (the Scottish Association of Citizens Advice Bureaux) and, as such, must meet specific conditions of membership related to standards of service and other matters.

Enquiries are across a wide range of fields, and clients expect high quality advice and assistance on what are, at times, highly complex matters. The main enquiries at the present time relate to problems with benefits and money; debt; energy; housing; and family and personal situations.

**Charity Name:**Western Isles Citizens Advice Service

**Charity Number:**SC015018

**Job Description**



**Job Title:** Project Administrator

**Hours per week:** 17.5 hours a week

**Location**: Western Isles (based in one of our four offices)

**Type of contract:** Fixed term until 31 March 2026

**Salary:** £24,370 (pro-rata) per annum + £2,859 (pro-rata) Island Allowance

**Pension:** 6% employer pension contribution

**Responsible to:** Service Coordinator

The Administrator will be the lead our Food Insecurity Project.

Working to high standards, the administrator will be a self-motivated, enthusiastic team member with excellent interpersonal skills that will play a key role in the delivery of food vouchers to individuals in our community.

A high standard of data recording and excellent attention to detail is required to ensure accurate reporting to satisfy funder requirements.

Good organisational skills in dealing with members of the public and partner agencies, along with commitment to confidentiality and discretion.

Applicant is required to be confident and competent in IT software and have relevant skills.

Demonstrating a commitment to the aims, principles and ethos of the CAB service, the individual will be supported to make a meaningful difference to our community.

#### **General Responsibilities**

* The full administration of the project
* Issuing of fuel vouchers via online platform
* Monitor project mailbox and take appropriate actions in a timely manner
* Main point of contact for internal and external parties referring into the project
* Maintaining accurate and up to date records, including recording on excel spreadsheet
* Ensure timely recording on CASTLE case recording system
* Refer clients onto advisers within the Bureau for further advice and support, if required
* Liaise with external parties, develop positive working relationships to ensure they are aware of the project and requirements

**Administration**

* Undertake all administrative tasks as required in relation to record keeping and correspondence of the project, and to ensure that these are undertaken efficiently and timeously
* Record, update and maintain information on a case management system for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation
* Ensure that all work meets quality standards and the requirements of the funder

**Other duties and responsibilities**

* Ensure client confidentiality through the compliance with the bureau legal obligations such as GDPR
* Have responsibility to uphold the Aims and Principles of the CAB service and its equal opportunities policies
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
* To carry out any other reasonable tasks as required by the Service Coordinator.

**Person Specification**



|  |  |
| --- | --- |
|  | **COMPETENCIES** |
| **QUALIFICATIONS** | * Good standard of education * Willing to undertake appropriate further education and training |
| **EXPERIENCE** | * Experience of undertaking a range of administrative tasks * Experience of working as part of a team * Experience of partnership working and liaising with varying organisations |
| **SKILLS AND ATTRIBUTES** | * Excellent written and oral communications skills * Attention to detail and accuracy * Ability to work under pressure * Excellent IT skills, proficient in the Microsoft Office suite * Ability to manage change and development * Ability to build positive relationships with clients, colleagues, volunteers and external contacts |
| **VALUES AND ATTITUDES** | * Ability to support and encourage vulnerable individuals * Ability to monitor and maintain own high standards * Commitment and ability to work as part of a team * Awareness of the importance of confidentiality * Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies * Ability to deal with individuals in a competent and caring manner |
| **KNOWLEDGE** | * Knowledge of Microsoft Office Suite |
| **OTHER** | * Willing to be flexible and adaptable in meeting the needs of the service * Able to work on own initiative * Willingness to be adaptable and undertake other reasonable tasks |

**Application Form**



To apply for this role, please complete this application form and send it to

Kenny Macleod

Service Coordinator

Western Isles Citizens Advice Service

41-43 Westview Terrace

Stornoway

Isle of Lewis

HS1 2HP

Or by email to: [Kenny.Macleod@wicas.uk](mailto:Kenny.Macleod@wicas.uk)

In order for your application to be considered, please ensure you complete all sections of this form. Please do not send in your CV as we will only consider your completed application form.

**Sections**

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# Candidate Details

Please complete your details below:

|  |  |
| --- | --- |
| Title |  |
| Full name |  |
| Previous name(s) if applicable (please include dates) |  |
| Address |  |
| Email address |  |
| Contact telephone number |  |
| Role applied for | Project Administrator |

# General Data Protection Regulation

The Western Isles Citizens Advice Service is aware of its obligations under the General Data Protection Regulation (GDPR) and is committed to processing your data securely and transparently. Our Privacy Notice for Job Applicants sets out, in line with GDPR, the types of data that we collect and hold on you as a job applicant, how we use that information, how long we keep it for and other relevant information about your data. A copy of the privacy notice for job applicants can be found attached. It is important that you read this notice so that you are aware of how and why we are using your data. Please check the box below to confirm that you have done so.

**I confirm that I have read, understood and agree to the Privacy Notice for Job Applicants.**

# References

Any offers of employment with The Western Isles Citizens Advice Service are conditional upon receipt of satisfactory references. Please provide below the names and contact details of at least two referees **covering your last 5 years of employment** (include additional boxes if necessary).

If you have been in full-time education during this time, please provide details of where an academic reference can be obtained.

For each reference, please detail the following information:

**Referee 1**

|  |  |
| --- | --- |
| **Name of referee** |  |
| **Job title of referee** |  |
| **Organisation** |  |
| **Address** |  |
| **Email Address** |  |
| **Contact Telephone Number** |  |
| **Dates employed** |  |

**Referee 2**

|  |  |
| --- | --- |
| **Name of referee** |  |
| **Job title of referee** |  |
| **Organisation** |  |
| **Address** |  |
| **Email Address** |  |
| **Contact Telephone Number** |  |
| **Dates employed** |  |

Please note that we will not contact any referees until an offer of employment has been made and your authorisation has been obtained.

# Right to Work in the United Kingdom

All employees must be able to demonstrate that they are legally entitled to work in the United Kingdom.

In order to apply for employment with the Western Isles Citizens Advice Service, you must declare that you have the right to work in the United Kingdom and that, if successful, you will be able to provide the necessary documentation (typically a passport or a birth certificate, together with your National Insurance Number).

By completing this application form, you are declaring that you are legally entitled to work in the United Kingdom.

**Please state below, by selecting the statement that applies to you, if there are any restrictions or limitations on your legal right to work in the United Kingdom.**

|  |  |
| --- | --- |
|  | I confirm that I have the right to work in the United Kingdom without restriction. |
|  | I confirm that I have the right to work in the United Kingdom until \_\_\_\_\_\_\_\_\_\_\_ and I hold the appropriate Visa documentation to confirm this right. I have no restrictions or limitations on my Visa. |
|  | I confirm that I have the right to work in the United Kingdom until \_\_\_\_\_\_\_\_\_\_\_ and I hold the appropriate Visa documentation to confirm this right. I am restricted to (please detail any restrictions or limitations on working in the UK):  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

# Employment History

Please give details of your employment (paid or unpaid) starting with your present/most recent employer and working backwards. Please explain any employment breaks.

**Present or most recent employer:**

|  |  |
| --- | --- |
| Name, full address & telephone number of employer |  |
| Job title |  |
| Dates employed: from (MM/YY) to (MM/YY) |  |
| Final salary |  |
| Notice period (if applicable) |  |
| Reason for leaving |  |

Please give a brief outline of your main responsibilities and achievements:

**Previous employers: Continue on separate sheet and include additional boxes if necessary**

|  |  |
| --- | --- |
| Name, full address & telephone number of employer |  |
| Job title |  |
| Dates employed: from (MM/YY) to (MM/YY) |  |
| Notice period (if applicable) |  |
| Reason for leaving |  |

Please give a brief outline of your main responsibilities and achievements:

|  |  |
| --- | --- |
| Name, full address & telephone number of employer |  |
| Job title |  |
| Dates employed: from (MM/YY) to (MM/YY) |  |
| Notice period (if applicable) |  |
| Reason for leaving |  |

Please give a brief outline of your main responsibilities and achievements:

If you have had any breaks in your employment (for example family commitments, travel and periods of unemployment) please give the dates to and from and a full explanation.

|  |  |
| --- | --- |
| **Dates** | **Reason for break** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

# Qualifications

Please give details of your qualifications below, beginning with the most recent.

**Education:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Dates** | **Institution name** | **Qualification** | **Grade** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Membership of professional bodies:**

|  |  |  |
| --- | --- | --- |
| **Date joined** | **Professional body** | **Category of membership** |
|  |  |  |
|  |  |  |
|  |  |  |

**Additional qualifications:**

|  |  |  |
| --- | --- | --- |
| **Date completed** | **Course** | **Brief description** |
|  |  |  |
|  |  |  |
|  |  |  |

# Written statement

In this section we would like you to give your reasons for applying for this post. Bearing in mind the job description, please provide examples demonstrating what experience, skills and qualities you would bring to this job. Your statement should not be longer than one page.

# Declaration

I confirm that the information given on this form is, to the best of my knowledge, true and complete. I understand that any deliberate attempt to provide false information to obtain employment is a serious misrepresentation and will lead to rejection, or if employed, dismissal and is likely to constitute a criminal offence.

Signed:

Date:

Print name: